User's Guide

AT&T SB67020 Deskset

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PREFACE

This User's Guide provides instructions for using your Synapse SB67020 Deskset telephone with software version 2.0 or newer. See *page 119* for instructions on checking the software version on the Deskset. Although the Quick Start Guide also includes information on using the Deskset, this guide has information on setting up the SB67020 Deskset and more complete information on feature usage.

Before using this AT&T product, please read *"Appendix D: Important Safety Instructions" on page 157*. Please thoroughly read this user's guide for all the feature operations and troubleshooting information necessary to operate your new AT&T product.

NOTE For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our web site at **www.telephones.att.com/smb** or call **1 (888) 916-2007**. In Canada, dial **1 (888) 883-2474**.

Additional Documentation

Downloadable copies of all Synapse documents, including user's and administrator's guides, installation instructions and Quick Start Guides, are available at **www.telephones.att.com/synapseguides**.

Topic Navigation

This Synapse SB67020 Deskset User's Guide features easy navigation between topics and the ability to return to your original topic.

Text in blue indicates a link to another page in the document. **Bold text in blue** indicates a hyperlink to an external web site.

You can also click the arrows at the bottom of the page to move around this document.

	Go back to the last page viewed.
	Go to the previous page.
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Text Conventions

Table 1 lists text formats and describes how they are used in this guide.

Table 1. Description of Text Conventions

Text Format	Description
Screen	Identifies text that appears on a device screen or a WebUI page in a title, menu, or prompt.
HARD KEY or **DIAL-PAD KEY**	Identifies a hard key, including the dial-pad keys.
CallFwd	Identifies a soft key.
Notes provide important information about a feature or procedure.	Example of a Note.
A caution means that loss of data or unintended circumstances may result.	Example of a Caution.

CHAPTER
1

OVERVIEW

The Synapse® Business Phone System from AT&T is for businesses that need up to 100 extensions. This system is scalable from 1 to 39 outside lines, so as your business grows, your phone system can too. The Synapse Business Phone System provides simplicity without sacrifice—it's simple to install, manage, and use, without sacrificing any of the features you need and expect from a business telephone system.

This chapter introduces the SB67020 Deskset and provides an overview of the Synapse System and the external features of the Deskset.

- *"Synapse System Overview" on page 9*
- *"SB67020 Deskset Description" on page 10*
- *"Modes of Operation" on page 12*.

Synapse System Overview

Your Deskset is part of the Synapse System. Synapse differs from conventional telephone systems in that calls are not coordinated by a central controller. Instead, Synapse uses a distributed control system over a Local Area Network (LAN). Figure 1 illustrates a sample system with outside telephone connections in **blue** and Ethernet cables in **red**.

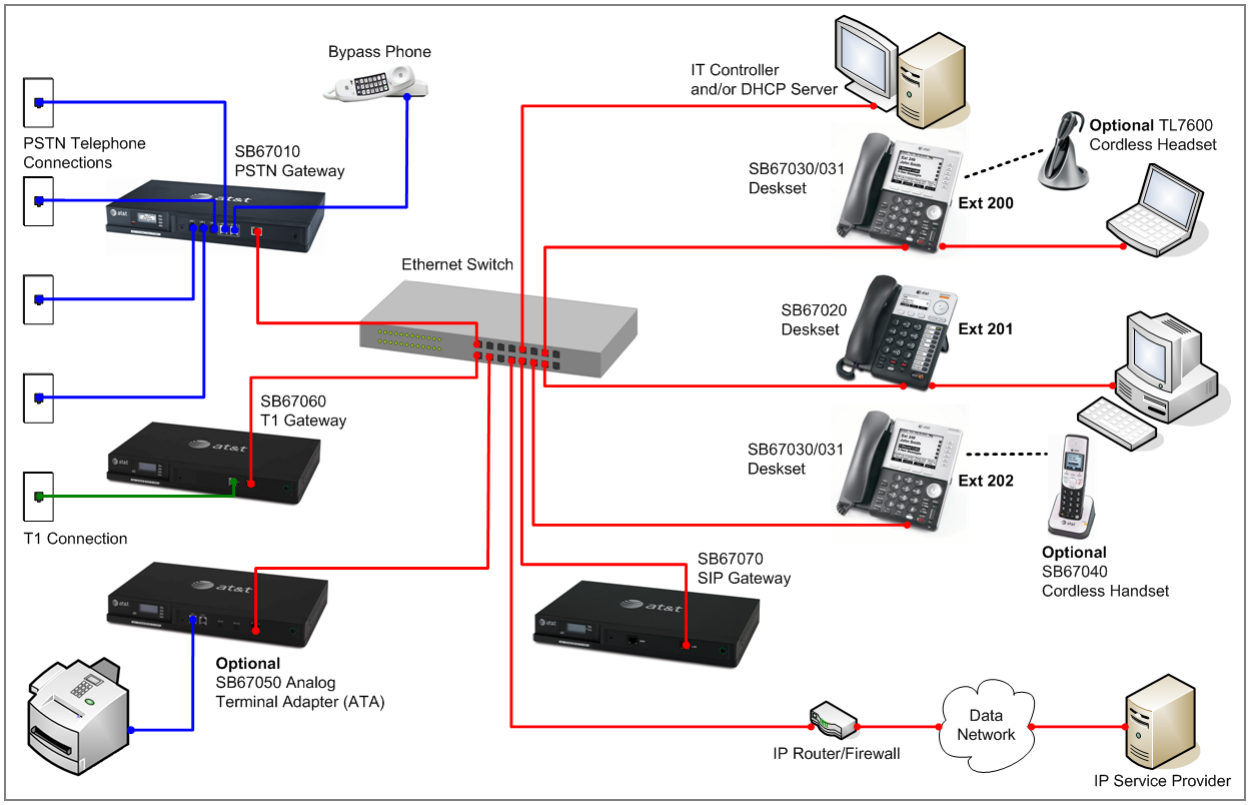


Figure 1. Sample Synapse System

SB67020 Deskset Description

The key external features of the Deskset are identified in Figure 2 and described in Table 2.

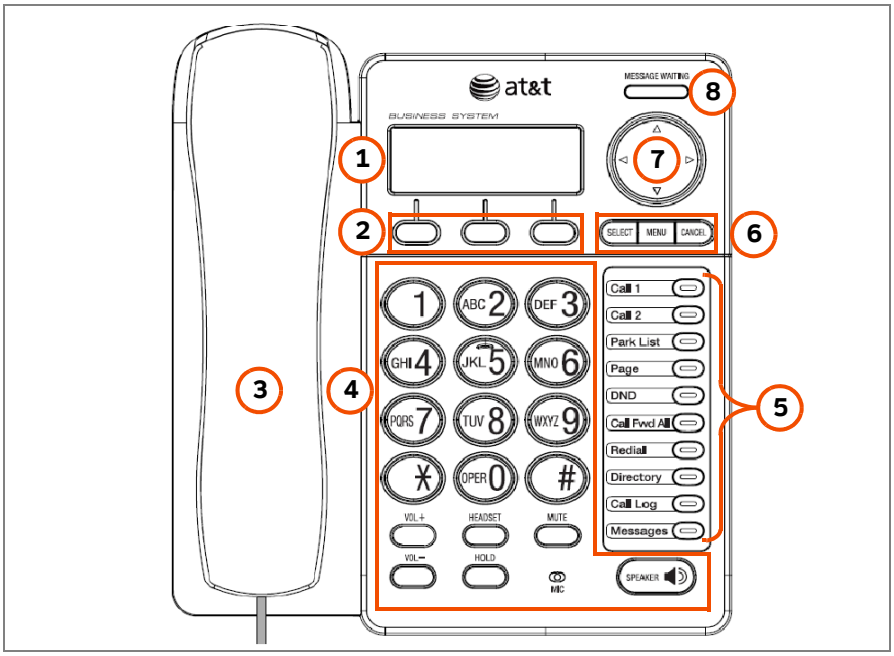


Figure 2. Deskset Layout

Table 2 Deskset Features

1. Liquid Crystal Display (LCD)	Provides controls and information for using the Deskset.
2. Soft Keys	Three keys that produce different actions, depending on the LCD labels.
3. Handset	Traditional 2-conductor wiring (FXO—Foreign Exchange Office Ports).
4. Hard Keys	Fixed-function keys. See *"Programmable Feature Keys" on page 20*.
5. Programmable Feature Keys	Provide easy access to various call functions.
6. Display Keys	Control menu functions shown in the display.
7. Navigation	Moves the cursor up (△), down (▽), left (◁), right (▷) on the display.
8. Voicemail Indicator	Illuminates when there are new Voicemail messages.

Deskset Hard Keys

The hard keys include the standard telephone dial-pad keys and a set of function keys. The Deskset hard keys are identified in Figure 3 and described in Table 3.

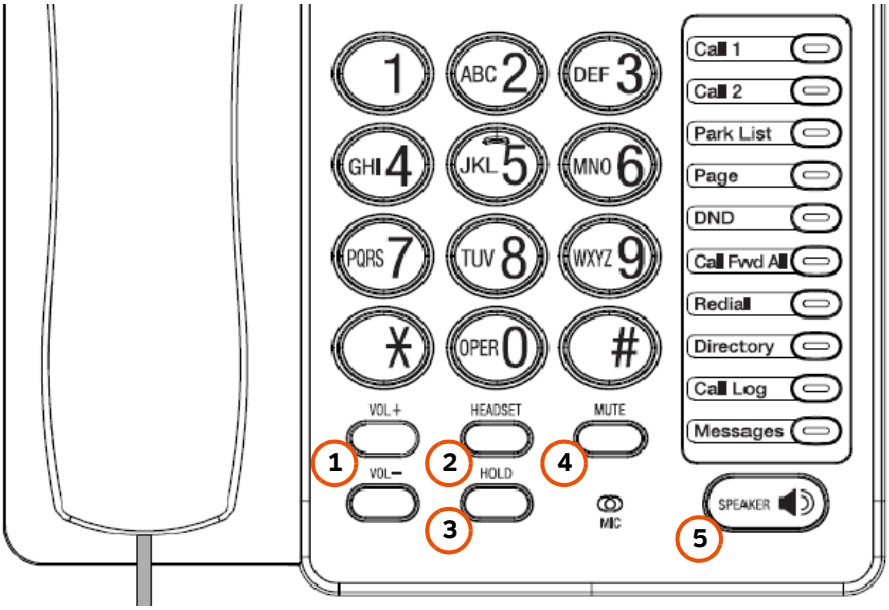


Figure 3. Deskset Function Keys

Table 3 Deskset Function Keys

1. VOL+/VOL–	Increases/decreases the ringer and voice volume.
2. HEADSET	Routes audio to corded headset. Can be used to go off hook.
3. HOLD	Puts the current active call on hold. Allows access to other calls and features while maintaining call connection.
4. MUTE	Mutes the microphone. When on, the other party cannot hear you.
5. SPEAKER	During a call, switches voice to and from the speakerphone. Can be used to answer or start a call, or to hang up.

Modes of Operation

The system administrator can configure the Synapse system to operate in one of two different modes: Call Appearance mode and Line Appearance mode. Desksets operate differently in each mode. The appearance mode affects how you make, answer, and manage calls. Each mode provides a unique set of configurable features. This User's Guide includes information about, and procedures for, both Call Appearance mode and Line Appearance mode.

You know when your Deskset is in Call Appearance mode when the Idle screen displays **New Missed Calls** as shown in Figure 4. The Idle screen appears when the Deskset is first turned on and when there is no call activity. In Line Appearance mode, the Deskset does not display missed calls.

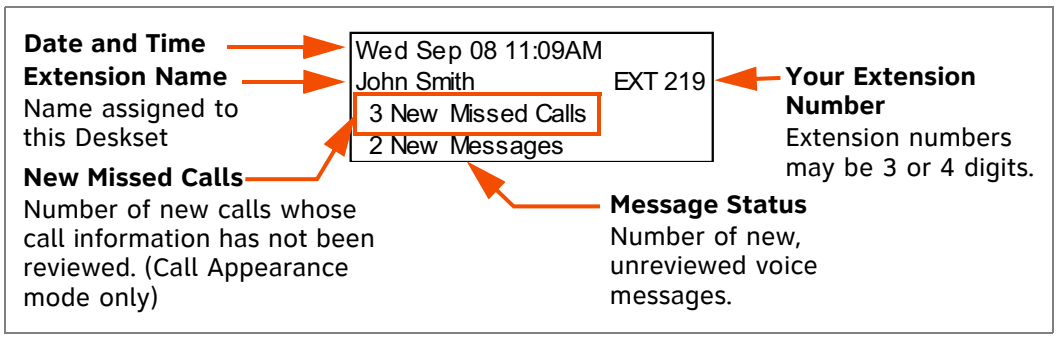

Date and Time
Extension Name
Name assigned to this Deskset
New Missed Calls
Number of new calls whose call information has not been reviewed. (Call Appearance mode only)
Wed Sep 08 11:09AM
John Smith
EXT 219
3 New Missed Calls
2 New Messages
Your Extension Number
Extension numbers may be 3 or 4 digits.
Message Status
Number of new, unreviewed voice messages.

Figure 4. Idle Screen in Call Appearance mode

Call Appearance Mode

In Call Appearance mode, the system administrator can configure your Deskset with up to 10 virtual "lines" on which you can make and receive calls. These lines are called Call Appearances in this User's Guide. You can use Call Appearances for calls to and from external numbers (232-555-0176, for example) or other Synapse Deskset extensions (Extension 220, for example). You can access each Call Appearance by pressing a Programmable Feature Key as shown in *Figure 2 on page 10*. By default, the top two Programmable Feature Keys on the SB67020 Deskset are Call Appearance keys.

Line Appearance Mode

In Line Appearance mode, each line also corresponds to a Programmable Feature Key on the Deskset. These are called Line Appearance keys in this User's Guide. Unlike Call Appearance mode, each Line Appearance key represents an actual physical line connected to the PSTN Gateway (the Synapse system can have up to four PSTN Gateways providing up to 16 lines). The system administrator can configure your Deskset with up to 9 lines on which you can make and receive external calls. One Programmable Feature Key is reserved for "Intercom" calls to other Synapse Deskset extensions.

Other Desksets in the system share these lines and display the line status. Incoming calls on a line ring at all Desksets that share that line. The Line Appearance key LED indicates whether a line is ringing, busy, or on hold.

The Line Appearance keys are used for receiving and making calls to external numbers. To call another extension in your office, you must use an Intercom key. By default, the Intercom key is the bottom Programmable Feature Key, but your system administrator can configure additional Intercom keys.

Setting Your Password

You can protect your Deskset by setting a password that prevents other users from accessing your User Settings and Voicemail. If you create a password, you will need to enter it before accessing User Settings, Voicemail, and the WebUI. You will also need to enter your password before calling a restricted number. See *"Calling a Restricted Number" on page 33*.

For more information, see *"Setting and Changing Your Password" on page 115*.

Soft Keys

Soft keys are a set of three context-sensitive keys that provide functions based on what you are doing on the Deskset. The top example as illustrated in Figure 5 shows the soft key labels on the active call screen in Call Appearance mode.

The soft key labels change according to the current task. For example, if you are holding a call, the key labels displayed are different from those displayed if you are making a call. See *"Appendix A: Soft Keys" on page 153* for an alphabetical list of the labels that appear above the soft keys.

The top example shows the soft key labels for the soft keys on the active call screen.

The bottom example shows soft keys with ◀ and ▶ that indicate the feature uses more than three soft keys. To view the additional keys, press ◁ or ▷.

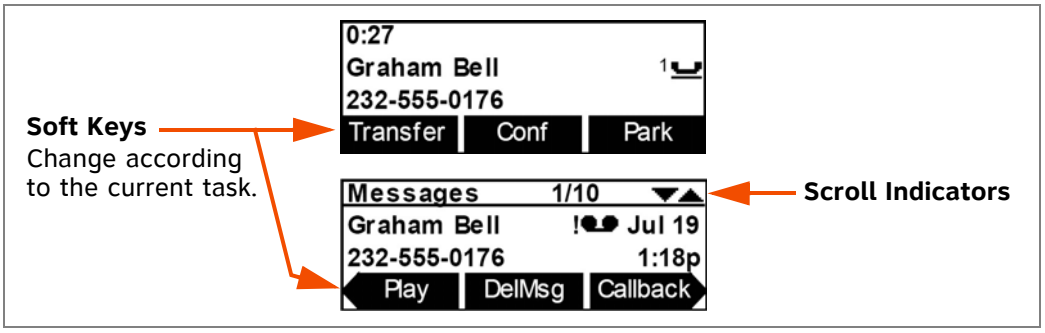


Figure 5. Soft Keys and Scroll Indicators

Scroll Indicators

Scroll indicators appear in the upper right-hand corner of the display, as shown in Figure 5, when more information can be seen by pressing △ and ▽.

Deskset Status Indicators

Status indicators appear in the upper right-hand corner of the Deskset display, as shown in Figure 6 and as described in Table 4.

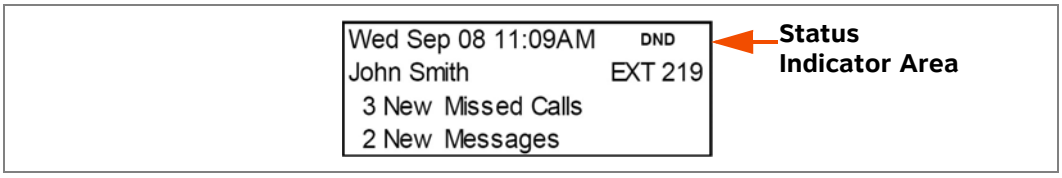


Figure 6. Sample Status Indicator

Table 4 Status Indicators

Icon	Status
1, 2, 3...	Indicates the number of the associated Call Appearance or Line Appearance key.
10	Audible Ring Delay is 10 seconds. The number indicates the delay you have set.
FWD	**Call Appearance mode only—**Call Forward All is ON.
	Ringer volume set to zero. The ringer is silent.
< 5M	Less than five minutes of Voicemail recording time is available.
ANS	**Call Appearance mode only—**Auto Answer is ON.
DND	Do Not Disturb is ON.
FULL	Voicemail is full.

Call Indicators

When the Deskset has an incoming, ongoing, or Held call, information about the call appears on the display. The Deskset screen displays one call at a time. You can access each call by pressing a Call Appearance or Line Appearance key. The LEDs in these keys reflect the call status. See *"Call Status LEDs" on page 19*.

During a call, icons show call status and soft keys show the optional actions to take as shown in Figure 7. The icon changes according to the call status. See *"Call Status Icons" on page 19* for a complete description of the available icons.

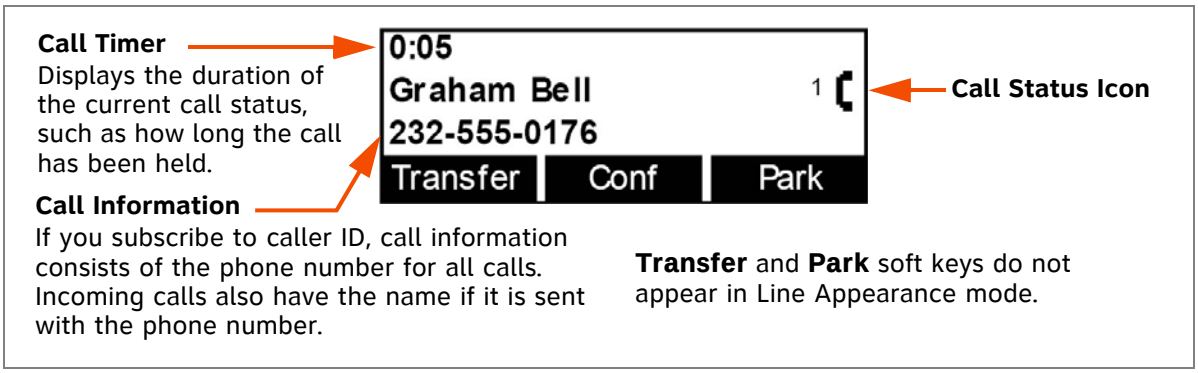

Call Timer
Displays the duration of the current call status, such as how long the call has been held.
0:05
Graham Bell
232-555-0176
1
Call Status Icon
Transfer
Conf
Park
Call Information
If you subscribe to caller ID, call information consists of the phone number for all calls. Incoming calls also have the name if it is sent with the phone number.
Transfer and Park soft keys do not appear in Line Appearance mode.

Figure 7. Active Call Screen (Call Appearance mode shown)

Call Indicators in Call Appearance mode

When there are multiple calls in Call Appearance mode, ▲ and ▼ icons indicate the presence of other calls.

Review calls by pressing △ or ▽. Reviewing calls does not access the calls. Press a Call Appearance key to answer a call or take a call off hold.

While you are on an active call and another call comes in, the incoming call screen takes over the display. You can:

- answer the call by pressing the flashing green Call Appearance key or by pressing **Answer** . The previous active call is put on hold.
- return to the active call screen by pressing **Ignore** (ringing is silenced) or by pressing △ or ▽ (the ringing continues). Unanswered incoming calls are forwarded according to the Call Forward–No Answer setting customized by the system administrator.
- forward the incoming call to voicemail by pressing **FwdVM** . Your conversation with the first call continues, but the screen stays with the second call. You can press:
  - **Clear** or △ or ▽ to return to the first call screen.
  - **Listen** to listen to the message that the second caller is leaving. The first call is put on hold.
  - **Answer** to interrupt the second caller's message and answer the call.

When all the Call Appearances are in use:

- You cannot start a new call by lifting the handset, or by pressing **SPEAKER** or **HEADSET**. Instead, the screen briefly displays **Call capacity reached**. Park or end a Call to make a Call Appearance available.
- Incoming calls are forwarded according to the Call Forward–No Answer setting customized by the system administrator. The default setting for Call Forward–No Answer is Voicemail.

Call Indicators in Line Appearance mode

In Line Appearance mode, Line Appearance key LEDs indicate the presence of other calls.

While you are on an active call and another call comes in, the incoming call screen takes over the display. You can:

- answer the call by pressing the flashing green Line Appearance key or by pressing **Answer** . The previous active call is put on hold.
- return to the active call screen by pressing **Ignore** .

When all the lines are in use:

- You cannot start a new call by lifting the handset, or by pressing **SPEAKER** or **HEADSET**. Instead, the screen briefly displays **All Lines Busy**.
- Unanswered incoming calls on PSTN lines are forwarded according to the Call Forward–No Answer setting customized by the system administrator. Each line can have a different forwarding destination. Unanswered Intercom calls are forwarded according to a separate Call Forward-No Answer setting also customized by the system administrator. This setting is specific to your Deskset.

Call Status Icons

Table 5 shows and describes the call status icons. The number beside an icon indicates the number of the associated Call Appearance or Line Appearance key. See *"Programmable Feature Keys" on page 20* for a complete description.

Table 5 Call Status Icons

Icon	Status	Icon	Status
	Off Hook Indicates that you have lifted the handset, pressed **SPEAKER** or **HEADSET**, or you are on a phone call.		**Ringing Call and Ignored Call** Indicates an incoming call.
	Conference Indicates a conference call.		**Ringing Ring Group or Call Queue Call and Ignored Ring Group or Call Queue Call** **Call Appearance mode only—** Indicates incoming Ring Group or Call Queue calls.
	Conference On Hold Indicates you have put a conference call on hold.		**On Hold** Indicates you have put the call on hold.
	Call Screening **Call Appearance mode only—** Indicates the caller is leaving a message. You can answer the call, listen to the recording in progress, or return to the idle screen.		**Call Forwarded** Indicates an internal call forwarded beyond your originally dialed number.

Call Status LEDs

The Call Status LEDs flash to indicate call status as described in Table 6.

Table 6 Call Status LED Activity

Call Appearance Mode		Line Appearance Mode	
LED Activity	**Description**	**LED Activity**	**Description**
Off	No Call	Off	No Call
Steady **GREEN**	Active Call	Steady **GREEN**	Active call
Fast Flash **GREEN**	Ringing Call	Fast Flash **GREEN**	Ringing call
Slow Flash **ORANGE**	Held Call	Slow Flash **GREEN**	Call held at your Deskset
		Steady **ORANGE**	Active call at another Deskset
		Flash **ORANGE**	Call held at another Deskset

Programmable Feature Keys

The Deskset has ten Programmable Feature keys as shown in *Figure 2 on page 10*. In Call Appearance mode, key 1 (top) is a Call Appearance, and is not programmable. Your system administrator can program the other nine keys to be used as Call Appearances, function keys, or Quick-Dial keys. See *"Quick Dial" on page 129* to add Quick Dial entries.

In Line Appearance mode, key 10 (bottom) is an Intercom key, and is not programmable. Press this key to call another extension. Your system administrator can program the other nine keys to access external lines or for other functions, including Quick Dial.

Table 7 and Table 8 list the default functions for the Programmable Feature keys in Call Appearance mode and Line Appearance mode. Your key assignments may be different. Table 9 on page 21 has a complete list of possible Programmable Feature Key assignments.

Table 7 Programmable Feature Key Default Functions (Call Appearance Mode)

Key	Function Label	For more information, see...
1	Call 1[a]	*"Call Indicators" on page 16*
2	Call 2	
3	Park List	*"Accessing the Park List" on page 57*
4	Page	*"Sending a Page" on page 95*
5	Do Not Disturb	*"Using Do Not Disturb (DND)" on page 121*
6	Call Forward All	*"Call Forward All and Call Forward–No Answer" on page 106*
7	Redial	*"Accessing the Redial List" on page 60*
8	Directory	*"Using the Directory" on page 65*
9	Call Log	*"Using the Call Log" on page 88*
10	Messages	*"Voicemail Overview" on page 73*

a. Non-programmable.

Table 8 Programmable Feature Key Default Functions (Line Appearance Mode)

Key	Function Label	For more information, see...
1	Line 1	*"Line Appearance Mode" on page 12*
2	Line 2	
3	Line 3	
4	Line 4	
5	Page	*"Sending a Page" on page 95*
6	Redial	*"Accessing the Redial List" on page 60*
7	Directory	*"Using the Directory" on page 65*
8	Call Log	*"Using the Call Log" on page 88*
9	Messages	*"Voicemail Overview" on page 73*
10	Intercom[a]	*"Making an Intercom Call" on page 32*

a. Non-programmable.

Programmable Feature Key LEDs

The Programmable Feature Key have two-color LEDs to signal the status of some functions. The LED flash patterns indicate call and feature status as described in Table 9.

Table 9 Programmable Feature Keys LED Activity

Key	LED Activity	Description
Call 1, Call 2, Call 3,..., Call 10 **(Call Appearance mode only)**	Off	No call
	Steady **GREEN**	Active call
	Quickly Flashing **GREEN**	Ringing call
	Slowly Flashing **ORANGE**	Held call
Line 1, Line 2, Line 3... **(Line Appearance mode only)**	Off	No call
	Steady **GREEN**	Active call
	Quickly Flashing **GREEN**	Ringing call
	Slow Flash **GREEN**	Call held at your Deskset
	Steady **ORANGE**	Active call at another Deskset
	Flash **ORANGE**	Held call at another Deskset
Park List **(Call Appearance mode only)**	Off	Not applicable
Page	Off	No page
	Steady **GREEN**	Making page
	Quickly Flashing **GREEN**	Receiving page
Do Not Disturb	Off	DND off
	Steady **ORANGE**	DND on
Call Forward All **(Call Appearance mode only)**	Off	Call Fwd All OFF
	Steady **ORANGE**	Call Fwd All ON
Redial	Off	Not applicable
Directory	Off	Not applicable
Call Log	Off	No new calls
	Steady **ORANGE**	One or more new missed calls
Messages	Off	No new messages
	Steady **ORANGE**	One or more new messages
Call Queue **(Call Appearance mode only)**	Off	No calls waiting
	Slowly Flashing **ORANGE**	One or more calls in the queue
Auto Attendant **(Call Appearance mode only)**	Off	Not applicable
Quick Dial	Off	Not applicable
Held Calls List **(Line Appearance mode only)**	Off	Not applicable

Table 9 Programmable Feature Keys LED Activity (Continued)

Key	LED Activity	Description
Intercom **(Line Appearance mode only)**	Steady **GREEN**	Active call
	Quickly flashing **GREEN**	Incoming call
	Slowly flashing **GREEN**	Held call
Help	Off	Not applicable

Dial-Pad Entry

Use the dial-pad keys to enter letters and numbers into a text field. Keys **2**, **3**, **4**, **5**, **6**, and **8** have three assigned letters, while keys **7** and **9** have four assigned letters, as shown in Figure 8.

Figure 8. Dial Pad

Pressing **1** once enters a **space**; pressing it twice enters a 1.

Pressing a key numbered **2** to **9** enters characters in the following order:

1. Upper-case letters.
2. Key number.
3. Lower-case letters.

For example, pressing **2** cycles through A, B, C, 2, a, b, c. Pressing **7** cycles through P, Q, R, S, 7, p, q, r, s.

For text fields that accept only numbers, pressing a key once enters a number.

You can enter special characters by pressing the **#** and * keys.

- Press **#** to cycle through the special characters **# & ' , – . @** (in that order).
- Press * to cycle through the special characters **! ( ) * + ?** (in that order).

Using the Speakerphone

When the speakerphone is active, the **SPEAKER** key is lit.

To use the speakerphone:

1. To initiate a call, press **SPEAKER**. The key becomes backlit and you hear a dial tone. Begin dialing.
2. To end a call, press **SPEAKER**. The key backlight goes out.

During an active call, if you are using the handset or a corded headset, pressing **SPEAKER** switches audio to the speakerphone. If the handset is not "hung up," pressing **SPEAKER** switches audio between the handset and the speakerphone.

Using Help Screens

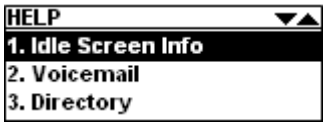
You can view Help on the Deskset screen. These are very brief descriptions of how to use some of the features.

To use the Deskset Help:

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **0**.

   Line Appearance mode—Press **MENU**, then **1**, and then **8**.

   A menu of help items appears.



2. Press △ and ▽ to scroll to the desired help item.
3. Press **SELECT**.
4. Press **CANCEL** to return to the previous menu.

About the Auto Attendant

NOTE This section applies to Call Appearance mode only.

When set to Call Appearance mode, the Synapse system features an Auto Attendant that answers incoming calls and automatically transfers them to a Synapse extension or extensions. The targets for these transfers may depend on the time of day. The Auto Attendant's interactive voice menu guides callers to the desired extension.

You may want to give your extension number to frequent callers so they can easily dial your extension number when the Auto Attendant answers and asks the caller to enter your extension or to spell your name using the dial-pad keys.

When the Auto Attendant is disabled, all outside calls go to the system operator or to a target that the system administrator assigns, which could be a group of extensions.

Caller Options

Until callers get through to a live person, they can press **0** at any time to redirect their call to the system operator, if the system administrator has enabled this feature.

When a caller is redirected to Voicemail, the caller has the option to press **5** to skip the greeting.

If your system administrator has set up Direct Inward Dialing, callers can dial the Direct Inward Dial telephone number to reach you directly, bypassing the Auto Attendant. Your callers can also call your company's main number and be transferred to your extension.

The Auto Attendant may be set up so that callers can access the Auto Attendant directory. This allows callers to use any touch-tone phone's dial pad to spell your name, followed by pressing the pound (#) sign, to reach your extension.

CHAPTER
2

OUTGOING CALLS

The SB67020 Deskset provides several methods for making a call. If you are in Idle mode or have calls on hold, you can predial a phone number and then go off hook to call the number. You can make a call at any time by choosing an off-hook method, then dialing a number. This is referred to as Live Dialing. You can also predial or live dial using phone numbers from lists, such as the Directory, Call Log, Redial, Quick Dial, and Messages.

In Call Appearance mode, you can dial the extension for the system operator by pressing **0** (zero).

The procedures in this chapter apply to both Call Appearance and Line Appearance mode, unless otherwise noted.

- *"Active Call Screen" on page 27*
- *"Predialing" on page 28*
- *"Live Dialing" on page 29*
- *"Making a Call from a List" on page 30*
- *"Calling a Busy Extension" on page 31*
- *"Making an Intercom Call" on page 32.*

Active Call Screen

The Active Call screen, as shown in Figure 9, appears while you are on a call.

Figure 9. Active Call Screen (Call Appearance Mode Shown)

Table 10. Active Call Screen Description

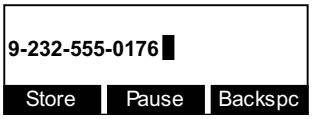
Key	Description
Transfer	**Call Appearance mode only—**Begins transfer of a call.
Conf	Begins a conference call.
Park	**Call Appearance mode only—**Parks a call (external calls only).

Predialing

Predial is only available when the Deskset is idle or when all calls are on hold. In Predial mode, there is no dial tone. You can only predial one phone number at a time. To begin Predial, press a dial-pad key.

To make a Predial call:

1. Using the dial pad, enter the phone number (for example: **9-232-555-0176**). The predial screen appears.



NOTE For outside calls, dial **9** or whatever digit, if any, that must be dialed first. The hyphens appear automatically.

Before you call the number, you can press:

- **Store** to store the number in your Personal list.
- **Pause** to insert a two-second pause into the phone number.
- **Backspc** to delete the last digit entered.
- **CANCEL** to cancel predial.

2. Lift the handset, or press **SPEAKER**, **HEADSET**, or press a Call Appearance or Line Appearance key to go off hook and call the number.

Live Dialing

You can make a call by going off hook, then dialing a phone number.

To dial a live number:

1. Do one of the following to go off hook (to hear the dial tone) from Idle mode:
   - Lift the handset.
   - Press **SPEAKER** or **HEADSET**.
   - Press an available Call Appearance or Line Appearance key.
2. Enter the number you want to dial.
   - **Call Appearance mode only—**For outside calls, enter **9** or whatever digit, if any, that must be dialed first.

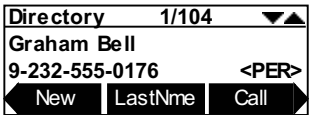
   - Hyphens are automatically inserted except when whatever digit, if any, that must be dialed for outside calls is followed by a **0** for an outgoing international call.

   The Active Call screen appears (Call Appearance mode shown).

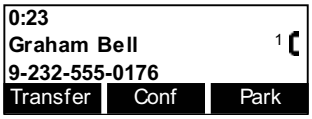
Making a Call from a List

To make a call from a list:

1. Access the desired list entry. For example, in Call Appearance mode, press **MENU**, then **1**, and then **7**. The **Directory** screen appears. See *"Accessing Items in Lists" on page 55*.



2. Press ▽ or △ until the desired entry appears.
3. Press **Call** or **SELECT** to dial the displayed number. The Deskset dials the number and the Active Call screen appears (Call Appearance mode shown).



NOTE Phone numbers are dialed as they appear in the lists. **Call Appearance mode only—**For outside calls, enter **9** or whatever digit, if any, that must be dialed before the phone number. When you dial from the Call Log, any required outside calling prefix is automatically added.

Calling a Busy Extension

If you call an extension that is on a call or busy, your Deskset displays the Extension Status screen, shown in Figure 10. The Extension Status screen notifies you that the other party may not be available to answer your call. When the Extension Status screen appears, you can choose to call the other Deskset anyway, or go directly to the Deskset's voicemail.

NOTE The Extension Status screen applies to internal calls in Call Appearance mode only.

If the other extension is on an active call or is paging, the Extension Status reads **on a call**.

If the other extension has Do Not Disturb ON, the Extension Status reads **Busy**.

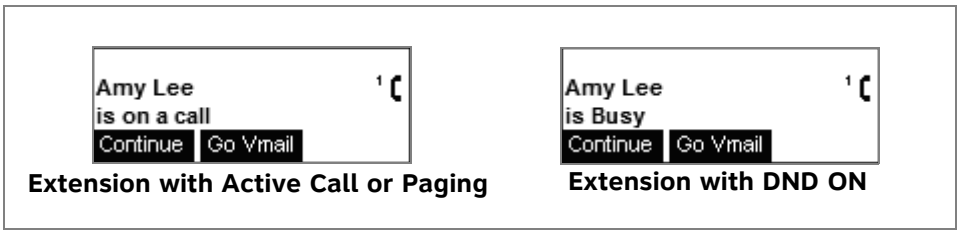


Figure 10. Extension Status Screens

When the Extension Status screen appears, you can press:

- **Continue** to call the other extension. Your incoming call appears on the other Deskset's screen, and the other party can answer your call if they wish.
- **Go Vmail** to go directly to the other extension's Personal Mailbox. If you leave a message, the other extension displays a New Message notification on the Deskset Idle screen.
- **CANCEL** or hang up using the handset or **SPEAKER** key to return your Deskset to the previous screen.

Making an Intercom Call

NOTE Intercom Calls apply to Line Appearance mode only.

In Line Appearance mode, your Deskset uses an outside line any time you go off hook by lifting the handset, pressing **SPEAKER**, or by some other method. To make an internal (extension-to-extension) call, you must press the Intercom key. By default, Programmable Feature Key 10 is an Intercom key, as shown in Figure 11, but your system administrator can configure additional Intercom keys to give you more Intercom lines.

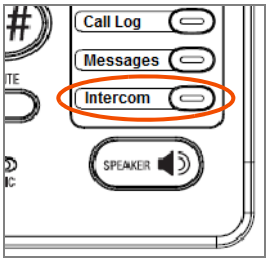
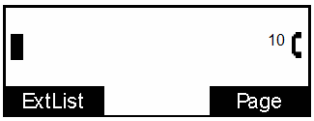


Figure 11. Intercom Programmable Feature Key

To make an intercom call:

1. With the Deskset in Idle mode, go off hook by lifting the handset, pressing **SPEAKER**, or by some other method.
2. Press the **INTERCOM** key, then dial the extension number.



Instead of dialing after pressing the **INTERCOM** key, you can press **ExtList** , highlight the desired extension number, then press **SELECT** to dial the number.

3. When your Intercom call is answered, the Active Call screen appears.

Calling a Restricted Number

NOTE Call Restriction Settings apply to Call Appearance mode only.

Your system administrator can configure Call Restriction settings that may prohibit you from making calls to certain types of numbers — international long-distance numbers, for example.

Call Restriction settings are specific to each extension in the system. For example, your extension may have no call restrictions, but other users may be restricted to making only local calls from their Desksets.

You can always answer and transfer incoming calls from restricted numbers.

To call a restricted number, you must create a User Password on the User Settings menu or the WebUI. To create a User Password, see *"Setting and Changing Your Password" on page 191* or *"Basic Settings" on page 206*.

Calling Restricted Numbers on Your Extension

You cannot complete a call to a number that the system administrator restricted for your Deskset. If you dial a restricted number and go off hook, a password screen appears. After you enter your extension number and password, the **Restricted Call** screen appears, as shown in Figure 12.

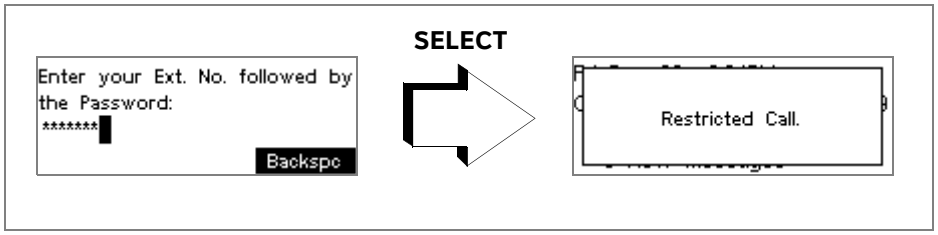


Figure 12. Restricted Call

You can press **CANCEL** or hang up to return to the Idle screen immediately.

Calling Restricted Numbers Using Another Extension

If you need to use someone else's Deskset to call a number that is restricted on that Deskset, you can enter your Extension number and User Password to complete the call.

To make a restricted call:

1. On a Synapse Deskset other than your own, dial the number as described in *"Predialing" on page 28* or *"Live Dialing" on page 29*.

   If the number is restricted on the Deskset, the **Restricted Call** screen appears as shown in Figure 12.

2. Enter your own extension number and user password.

   If the dialed number is not restricted for your extension number, the Deskset dials the number.

CHAPTER
3

INCOMING CALLS

When a call comes in, the Deskset rings and the incoming call information appears as shown in *Figure 13 on page 35*. The screen displays the caller's name and number (if available). If there is more than one incoming call, the new calls are assigned to Call Appearance/Line Appearance keys while the oldest call remains on the screen. You can answer or ignore each call.

The procedures in this chapter apply to both Call Appearance and Line Appearance mode, unless otherwise noted.

The following sections describe handling incoming calls:

- *"Incoming Call Screen" on page 35*
- *"Incoming Call Indication" on page 36*
- *"Answering a Call" on page 37*
- *"Ignoring a Call" on page 38*
- *"Forwarding All Calls" on page 39*
- *"Call Screening" on page 40*
- *"Auto Answering" on page 41.*

Incoming Call Screen

The Incoming Call and Active Call screens are shown in Figure 13.

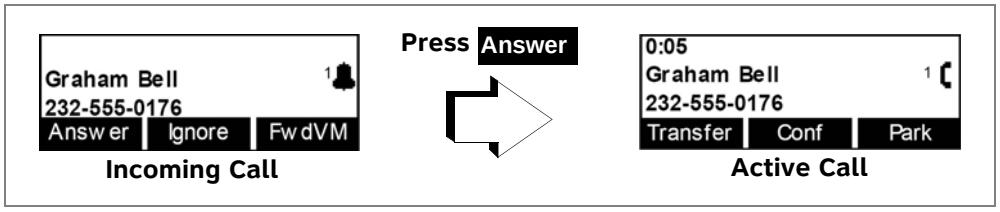


Figure 13. Incoming Call and Active Call

Table 11. Incoming Call Screen Soft Keys

Key	Description
Answer	Answers incoming call.
Ignore	Silences ringer during incoming call.
FwdVM	**Call Appearance mode only—**Forwards incoming call to Voicemail.

Incoming Call Indication

When there is an incoming call, the Deskset rings. See *"Sounds" on page 111*.

NOTE Do Not Disturb and Ring Delay both affect the onset of ringing. See *"Using Do Not Disturb (DND)" on page 121* and *"Sounds" on page 111*.

Call Appearance Mode

When there are no active or held calls, an Incoming Call screen appears, as shown in Figure 14.

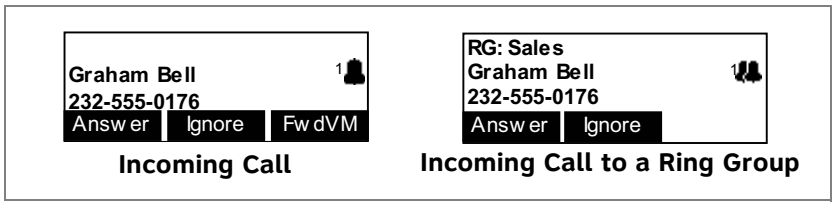


Figure 14. Incoming Call Screens (Call Appearance Mode)

If your extension is part of a Ring Group, a group of extensions may ring all at once or in a sequence for the same call.

If you receive a call while you are on an active call or live dialing, the new Incoming Call screen is displayed.

To switch to one of the other calls:

- Press ▽ or △ and then **SELECT**.
- Press the associated Call Appearance key.

Line Appearance Mode

When there are no active or held calls, an Incoming Call screen appears as shown in Figure 15 (the **FwdVM** soft key does not appear).

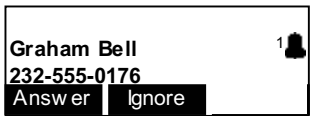


Figure 15. Incoming Call Screen (Line Appearance Mode)

If someone at another Deskset answers the call, your Deskset returns to Idle mode.

If your company has caller ID, the **Incoming Call** screen displays caller information. If the caller ID information is absent because it is unavailable, UNKNOWN NAME and UNKNOWN NUMBER display. If the caller chooses not to send the information, PRIVATE NAME and PRIVATE NUMBER display.

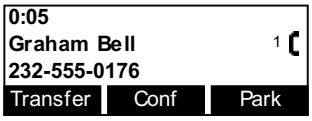
Answering a Call

To answer a call:

To answer an incoming call, do one of the following:

- Lift the handset.
- Press **Answer** to answer using the Preferred Audio method. See *"Preferred Audio Mode" on page 113*.
- Press **SPEAKER** to use the speakerphone.
- Press **HEADSET** to use a headset connected to the Headset jack. See *"Call Management Using a Headset" on page 54*.
- For multiple incoming calls, press the corresponding Call Appearance or Line Appearance key to answer each call. New calls remain in the display until you answer or until you press **Ignore** .

The active call screen appears (Call Appearance mode shown).



NOTE

If you are listening to Voicemail when a call comes in, press **Ignore** or (in Call Appearance mode) **FwdVM** to redirect the call and allow message playback to continue.

Call Appearance mode only—If Auto Answer is enabled, the call is automatically answered after the set time delay. See *"Auto Answering" on page 41*.

Once you answer a call:

- Previous active calls are automatically put on hold.
- If you were predialing, that call is canceled.

Ignoring a Call

You can ignore an incoming call by pressing **Ignore** to silence the ringer. The silenced ringer icon appears. If you are on an active or held call, after the incoming call has been ignored, the screen returns to the call you were on before the incoming call.

- Once a call is ignored:
  - The **Ignore** key is no longer available on the incoming call screen.
  - The Call Appearance or Line Appearance LED continues to flash.
  - You can press the flashing Call Appearance key or Line Appearance key to answer the incoming call.
  - In Line Appearance mode, when you have no other active calls, you can lift the handset, press **SPEAKER**, or press **HEADSET** to answer the incoming call.

In Call Appearance mode, after you ignore a call, going off hook does not answer the call, but starts a new call on the next available Call Appearance.

Forwarding All Calls

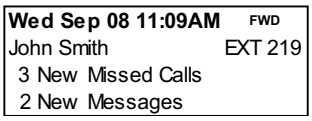
NOTE This feature applies to Call Appearance mode only.

You can forward all incoming calls to the destination that you specified in the User Settings. See *"Call Forward All and Call Forward–No Answer" on page 106*.

To forward all calls:

Press **MENU**, then **1**, and then **6**.

- The Call Forward icon (**FWD**) appears.



- Press **MENU**, then **1**, and then **6** again to cancel forwarding all calls.

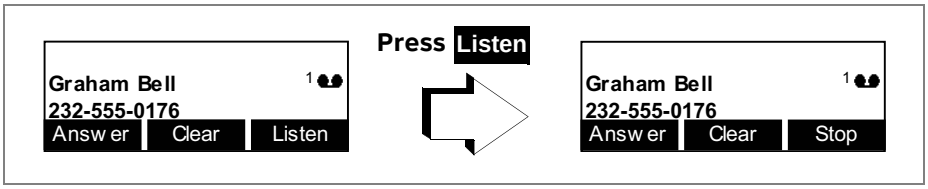
Call Screening

NOTE This feature applies to Call Appearance mode only.

When an incoming call goes to Voicemail, the Message icon (●●) indicates that recording is in progress. You can listen to the recording in progress and interrupt it at any time by answering the call. If another incoming call occurs while screening a call, the Deskset screen displays the new call.

To screen a call:

- Press **Listen** to listen to a message that is being recorded. The **Listen** soft key changes to **Stop** .



- Press **Answer** to interrupt the recording and talk to the caller.
- Press **Clear** to cancel call screening for this call and return to the previous screen.
- Press **Stop** to stop listening to the message being recorded.

Auto Answering

NOTE This feature applies to Call Appearance mode only.

You can set your Deskset to answer calls automatically, without your having to touch the phone to answer. When you enable Auto Answer, **ANS** appears at the top of the Deskset screen as shown in Figure 16 unless **DND** and **FWD** are active, since Auto Answer is disabled when they are on.

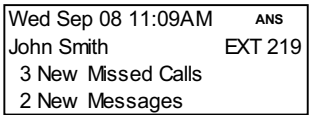
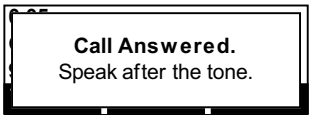


Figure 16. Auto Answer Enabled

To respond to an Auto Answered call:

In Idle mode, all incoming calls ring for the amount of time specified in the Auto Answer Delay. See *"Automatic Answering" on page 108*. After the last ring, a two-second notification screen appears, and you hear a warning tone.



Talk after the tone.

NOTE If the Auto Answer Delay is set to zero, you hear no ring. Instead, the **Call Answered** screen appears and you hear the warning tone.

If you do not want the Deskset to automatically answer the call, you can press **CANCEL** to send the call to the Call Forward–No Answer target. See *"Call Forward All and Call Forward–No Answer" on page 106*.

If there are multiple incoming calls, Auto Answer applies to the first (oldest) incoming call. Subsequent incoming calls are handled according to the Call Forward–No Answer setting.

Auto Answer does not apply to Ring Group calls.

Answering Calls in the Call Queue

NOTE This feature applies to Call Appearance mode only.

Your system administrator may have set up your Deskset as a Call Queue Agent. Incoming calls are directed to your Deskset and all other assigned Call Queue Agents.

Answering Calls from Idle Mode

When your Deskset is idle, incoming Call Queue calls ring at your extension and at all other idle Call Queue extensions.

To answer a call in the Call Queue:

1. Answer incoming Call Queue calls as described in *"Answering a Call" on page 37*.

If no one answers an incoming call from the Call Queue, it rings indefinitely. Call Forward–No Answer rules (see *"Call Forward All and Call Forward–No Answer" on page 106*) do not apply to calls that are directed to Call Queue extensions.

NOTE Your system administrator can configure a wrap-up time, which defines a period during which your Deskset will not ring for another queued call after you complete a Call Queue call.

Depending on how your system is set up, calls from the Call Queue may ring at your Deskset while you are on a call that isn't from the Call Queue.

Viewing the Queued Calls List

When all Call Queue Agents are busy, incoming calls are held in the Call Queue. If your system administrator has set a Programmable Feature Key as a Call Queue key, the LED flashes orange slowly when calls are waiting in the Call Queue. You can view and answer queued calls from the **Queued Calls** list. For more information, see *"Accessing the Queued Calls List" on page 56*.

CHAPTER
4

CALL MANAGEMENT

This chapter describes the call management features of the SB67020 Deskset. The Deskset enables you to put calls on hold, transfer calls, park calls, and create conference calls.

Call management features and procedures differ depending on whether your system is in Call Appearance or Line Appearance mode. This chapter describes the differences between the two modes.

- *"Call Management" on page 44*
- *"Putting a Call on Hold (Call Appearance Mode)" on page 45*
- *"Putting a Call on Hold (Line Appearance Mode)" on page 46*
- *"Transferring a Call" on page 47*
- *"Making a Conference Call" on page 49*
- *"Parking a Call" on page 51*
- *"Call Management with one Call Appearance" on page 53*
- *"Call Management Using a Headset" on page 54.*

Call Management

Call Management begins with the Active Call screen shown in Figure 17. The Call Status icons are described in *"Call Status Icons" on page 19*.

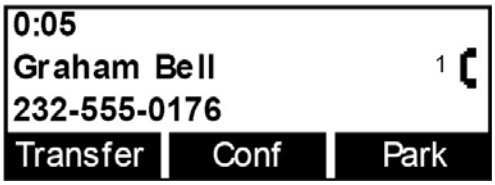


Figure 17. Active Call Screen (Call Appearance Mode Shown)

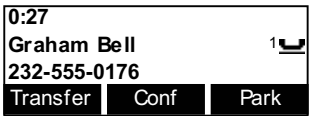
Table 12 Active Call Screen Description

Key	Description
Transfer	**Call Appearance mode only—**Begins transfer of a call.
Conf	Begins a conference call.
Park	**Call Appearance mode only—**Parks a call.

Putting a Call on Hold (Call Appearance Mode)

To hold calls and manage held calls:

1. When you are on an active call, press **HOLD**.
   - The Held Call Appearance icon appears.



   - If a call has been on hold for longer than three minutes, the Deskset reminds you with a brief ring every 30 seconds.
   - When a call is on hold, you can use the Programmable Feature Keys or the Deskset Menu to access other functions.
   - When a call is on hold, you can also press:
     - **Transfer** to start transferring the call
     - **Conf** to start a conference call
     - **Park** to park the call.
2. To take the call off hold, display the call on screen and then press **SELECT**, or press the associated Call Appearance key.

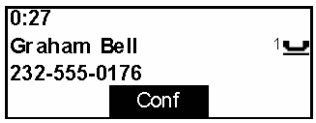
NOTE Lifting the handset, or pressing **SPEAKER** or **HEADSET**, takes you off hook on an idle line; it does not take the displayed call off of hold.

Putting a Call on Hold (Line Appearance Mode)

In Line Appearance mode, all Desksets that share assigned lines can view held calls and take calls off hold.

To hold calls and manage held calls:

1. When you are on an active call, press **HOLD**.
   - The Held Call icon appears and the Line Appearance LED flashes green.



   - On other Desksets that are assigned that line, the Line Appearance LED flashes orange. Someone at any other Deskset assigned that line can press the flashing orange Line Appearance key to take the call off hold, making it an active call on their Deskset.
   - All Desksets, including those that are not assigned that line, can view and take your call off hold from the Held Calls list. See *"Accessing the Held Calls List" on page 63*.
   - When you put an Intercom call on hold, only you can take the call off hold.
   - When a call is on hold, you can use the Programmable Feature Keys or the Deskset Menu to access other functions.
   - When a call is on hold, you can also press **Conf** to start a conference call. See *"Making a Conference Call" on page 49*.
2. To take the call off hold, press the Line Appearance key for that call.

Transferring a Call

> **NOTE** This section applies to Call Appearance mode only. To make calls available to other Desksets when your system is in Line Appearance mode, put a call on hold. Someone at another Deskset can retrieve the call if that line has been assigned to their Deskset as described in *"Putting a Call on Hold (Line Appearance Mode)" on page 46*. To view and access held calls on all lines, see *"Accessing the Held Calls List" on page 63*.

You can transfer an active or a held call to an internal extension or outside number.

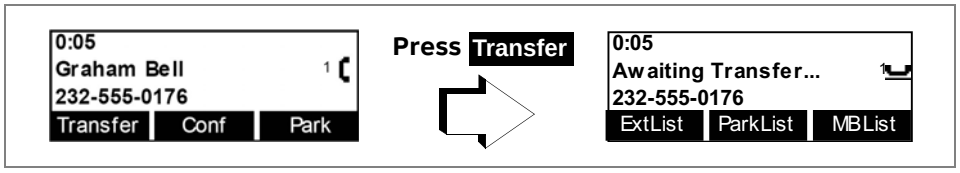
The transfer recipient does not have to talk to you before receiving the transferred call. If you do not talk to the transfer recipient before transferring the call, you are making an "unsupervised" transfer. If you talk to the transfer recipient before completing the transfer, you are making a "supervised" transfer.

You can transfer a call to an outside number only if this function has been enabled by your system administrator. The call transfer function is enabled by default.

You can also transfer a call directly to voicemail by selecting an extension, Group Mailbox (if available), or your Personal Mailbox.

To transfer a call:

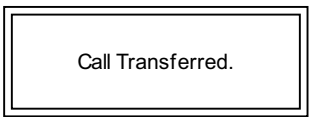
1. Press **Transfer** from the Active Call screen. The call is automatically put on hold and the Transfer Setup screen appears.



2. Select a transfer target. You can:
   - dial an outside number (as shown below) or an extension, or make a call from a list. See *"Outgoing Calls" on page 43*. Go to Step 3.
   - transfer the call directly to voicemail by pressing **MBList** to select a Personal or Group Mailbox, or by pressing **VMList** to select an extension. Go to Step 4.

3. When the new call is established, you are ready to transfer the first call. You can:
   - speak to the person to whom you are transferring the call and announce the transfer.
   - cancel the Transfer Setup screen on the first call by selecting the first call and pressing **CANCEL**. The call remains on hold.

4. To complete the transfer, press **Transfer** . A **Call Transferred** screen appears for two seconds. When the transfer is complete, the screen returns to Idle mode.



Transferring a call to a busy extension

If you try to transfer a call to an extension in your office that is on an active call or is paging, the Extension Status screen reads **on a call**, as shown in Figure 18.

If the other extension has Do Not Disturb ON, the Extension Status screen reads **Busy**, as shown in Figure 18.

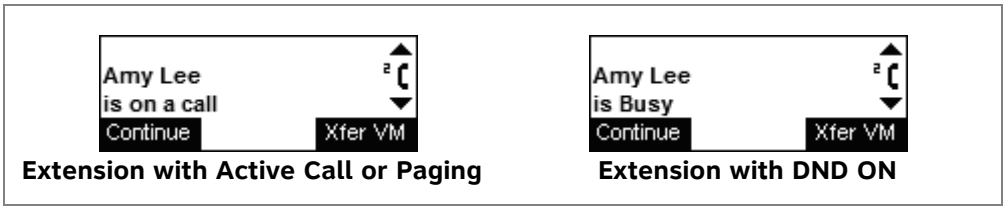


Figure 18. Extension Status Screens

You can press:

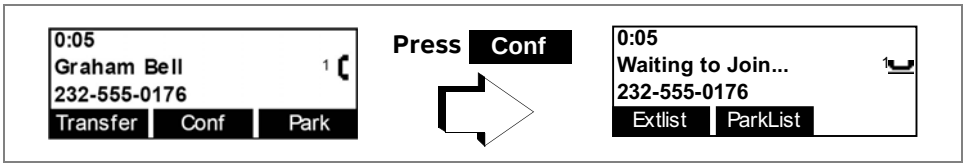
- **Continue** to call the other extension. Your incoming call appears on the other Deskset's screen, and the other party can answer your call if they wish.
- **Xfer VM** to transfer the waiting party directly to the other extension's Personal Mailbox.

Making a Conference Call

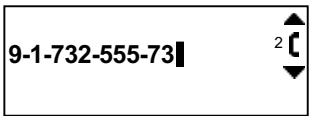
You can set up a conference call with yourself and two telephone numbers (either internal, outside, or with both). The pictures below show Call Appearance mode, but the procedure is the same in Line Appearance mode.

To make a conference call:

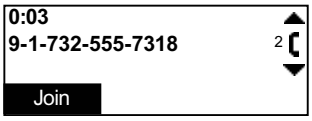
1. Press **Conf** from an Active Call screen. The call is automatically put on hold and the Conference Setup screen appears.



2. Establish a second call. You can dial the second call normally, as shown below, or you can select a held call and take it off hold, or you can start the second call from a list. See *"Accessing Items in Lists" on page 55*.



When the second call has been established, the **Join** soft key appears.



3. To join the calls, press **Join** .

Your extension is now in conference with the other two phone numbers.

If you hang up while on the conference, the conference ends. If you make or answer another call, the conference continues without you. You can rejoin by pressing a corresponding Call Appearance or Line Appearance key.

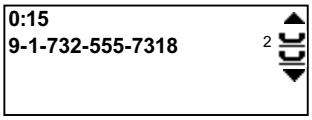
Putting a Conference on Hold

The pictures below show Call Appearance mode, but the procedure is the same in Line Appearance mode.

To put a conference on hold:

1. Press **HOLD**.

   The other callers can continue communicating with each other. The held conference icon indicates a held conference.



NOTE **Conf** is unavailable during an active call if you have another conference on hold.

A conference is automatically put on hold when you:

- Press an available Call Appearance or Line Appearance key to start a new call.
- Answer an incoming call.

To take a conference call off hold:

1. Press a corresponding Call Appearance or Line Appearance key.

Ending a Conference

To end a conference:

From the Conference screen, you can press:

- **EndConf** to end the conference. Both calls hang up and your Deskset returns to the Idle screen or the Call Appearance or Line Appearance you were on before the conference call.
- ▽ or △ (Call Appearance mode) or press the Line Appearance key (Line Appearance mode) to display the call you want to end, and then press **Drop** . The other call remains active.

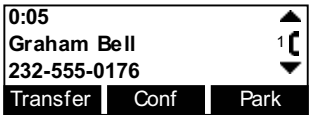
Parking a Call

NOTE This feature applies to Call Appearance mode only.

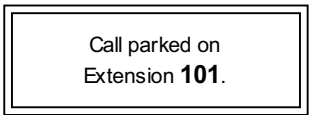
Parking a call is similar to putting a call on Hold, but any extension on the system can retrieve a parked call. You can park outside calls only.

To park a call:

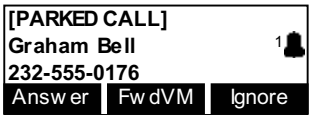
1. Press ▽ or △ to display the active or held outside call you want to park.
2. Press **Park** .



The **Call parked** screen appears for five seconds, then the Idle screen appears.



If no one retrieves the parked call within three minutes, your Deskset rings and the parked call appears. To answer the call, press **Answer** .



Retrieving a Parked Call

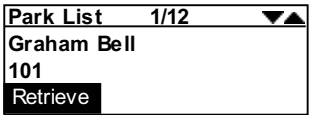
You can retrieve parked calls from any extension in the system.

To retrieve a parked call:

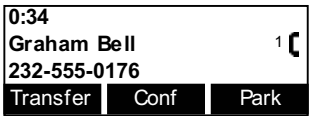
If you know the extension number of the parked call, dial it. You will retrieve the parked call.

OR

1. Press **MENU**, then **1**, and then **2** to display the **Park List** screen.



2. Press △ or ▽ to display the desired entry.
3. Press **Retrieve** to retrieve the parked call. The Active Call screen appears.

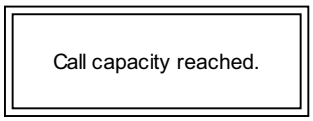


Call Management with one Call Appearance

NOTE This section applies to Call Appearance mode only.

If your system administrator has configured your Deskset with one Call Appearance key, some features are restricted. These restrictions also apply when the Deskset has more than one Call Appearance key, and all Call Appearances are occupied.

- If you are on an active call, held call, or incoming call, additional incoming calls cannot be received. Callers are forwarded straight to the Call Forward – No Answer destination. You also cannot screen calls.
- When the Call Appearance is occupied, you cannot dial or predial.
- When the Call Appearance is occupied, if you attempt to call a number from a list (such as the Call Log), or if you attempt to transfer a call or start a conference call, a screen such as the **Call capacity reached** screen appears.

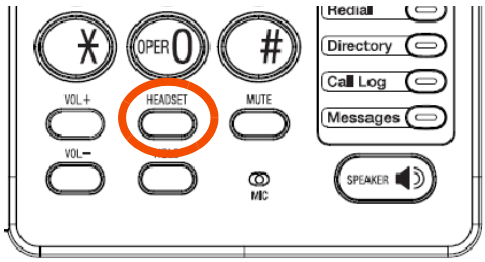


Call Management Using a Headset

You can use a corded or cordless headset with the SB67020 Deskset if it is plugged into the jack on the back of the Deskset. The cordless headset must provide its own wireless radio.

To use a Headset:

- From Idle mode or during a call, press **HEADSET**.



  If you have a headset connected and turned on, then the headset becomes active.

- To return audio to the Deskset (speakerphone or handset), press **HEADSET**.

NOTE You cannot use the Deskset **HEADSET** key to control the audio of headsets.

CHAPTER
5

ACCESSING ITEMS IN LISTS

The Deskset has lists of phone numbers that are used for making calls and for call management. Some of the lists, like Voicemail, have other features associated with them that are explained elsewhere in this guide. In this chapter, you learn how to access an individual item in a list. All instructions start from the Idle screen.

The Deskset may provide access to the following lists:

- **Call Queue List** — See *"Accessing the Queued Calls List" on page 56*
- **Park List** — See *"Accessing the Park List" on page 57*
- **Voicemail List** — See Chapter 7, *"Voicemail" on page 72*
- **Directory List** — See Chapter 6, *"Directory" on page 64*
- **Call Log** — See Chapter 8, *"Call Log" on page 87*
- **Extension List** — See *"Accessing the Extension List" on page 58*
- **Quick Dial** — See *"Accessing Quick-Dial Numbers" on page 59*
- **Redial List** — See *"Accessing the Redial List" on page 60*
- **Held Calls List** – See *"Accessing the Held Calls List" on page 63*.

Accessing the Queued Calls List

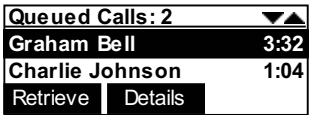
NOTE This feature applies to Call Appearance mode only.

The system administrator can configure the system to forward Incoming Calls to the Call Queue. The **Queued Calls** list contains unanswered calls. If the system administrator has assigned your extension to the Call Queue, queued calls ring at your extension when your extension becomes idle. You can also view and answer queued calls from the **Queued Calls** list.

Your system administrator can set up a Programmable Feature Key as a Call Queue key. The Call Queue key LED flashes orange slowly when there are calls waiting in the Call Queue. You can press the key to access the Queued Calls list.

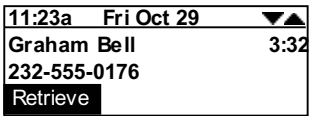
To access the Queued Calls list:

1. Press **MENU**, then **1**, and then **1**. The **Queued Calls** list appears.



   The oldest queued call is at the top of the list.

2. Press ▽ or △ to highlight the desired entry.
3. Press:
   - **Retrieve** or **SELECT** to answer the queued call.
   - **Details** to view the caller's phone number.



   - **CANCEL** to return to the **Queued Calls** list without answering the call.

Accessing the Park List

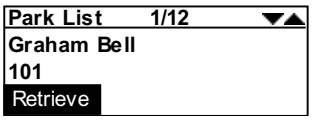
NOTE This feature applies to Call Appearance mode only.

Use the **Park List** screen to access parked calls from any extension. See *"Parking a Call" on page 51*.

Your Deskset may have a Programmable Feature Key set up as a Park List key. You can press the key to access the Park List.

To access an entry in the Park List:

1. Press **MENU**, then **1**, and then **2**. The **Park List** appears.



2. Press ▽ or △ until the desired entry is on the screen.
3. Press **Retrieve** or **SELECT** to answer the parked call.

Press **CANCEL** at any time to return to the Idle screen.

Accessing the Extension List

You can access the Extension List as part of the Directory when the phone is idle. See *"Using the Directory" on page 65*. When you go off-hook, you can access the Extension List using the **ExtList** soft key that appears.

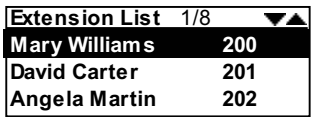
To access the Extension List:

1. **Call Appearance mode:** Lift the receiver or press **SPEAKER** to go off hook.

   Line Appearance mode: Lift the receiver or press **SPEAKER**, then press the **Intercom** key.

   The Dialing screen appears (Call Appearance mode shown).

2. Press **ExtList** . The **Extension List** appears.



3. Press ▽ or △ until you highlight the desired entry.
4. Press **SELECT** to call the highlighted extension.

NOTE

You can also access the Extension list from the following:

- **Transfer** — Call Appearance mode only. See *"Transferring a Call" on page 47*.
- **Conference Setup** — See *"Making a Conference Call" on page 49*.

Accessing Quick-Dial Numbers

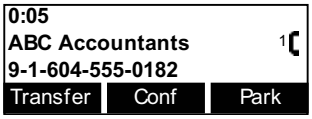
Your system administrator can set some of the Deskset Programmable Feature Keys as Quick-Dial keys for numbers that you frequently call. The Programmable Feature Keys are shown in *Figure 2 on page 10* (Call Appearance mode shown). Quick Dial numbers are available in Call Appearance mode and Line Appearance mode.

If your system administrator has configured your Deskset with Quick-Dial keys, you can add and edit Quick-Dial entries from the WebUI. See *"Quick Dial" on page 129.*

To access and dial Quick-Dial numbers:

1. Press a Quick-Dial button to dial the number associated with that button.

   The call appears (Call Appearance mode shown).



Accessing the Redial List

The last 20 phone numbers that you dialed are recorded in the Redial list, as shown in Figure 19 and described in Table 13.

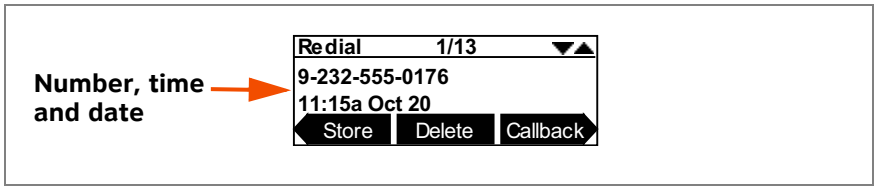


Figure 19. Redial List

Table 13. Redial List Function

Key	Description
Store	Stores the caller's number in the Personal list. You can also enter the caller's name.
Delete	Deletes the entry.
Callback	Allows you to dial the number or store the caller's number in the Personal list.
DelAll	Deletes all entries.

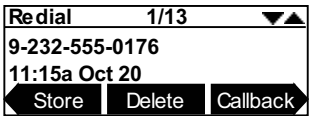
Dialing a Redial Number

To dial a Redial number:

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **9**.

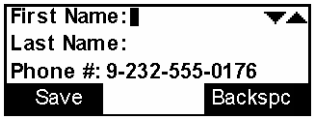
   Line Appearance mode—Press **MENU**, then **1**, and then **7**.

   The Redial list appears.



2. Press ▽ or △ until you see the desired entry.
3. Press **SELECT** to redial the number, or press **Callback** to:
   - redial the number by pressing **Call** .

   - store the caller's number by pressing **Store** . The Store Redial Entry screen appears with the number filled in.



- If necessary, enter the caller's first and last names. Press ▽ to move the cursor to the **Last Name** and **Phone #** entries.
- Press **Save** to save the entry.

NOTE The system does not check for duplicate entries.

4. Press **CANCEL** to exit the Redial list.

Deleting Redial Entries

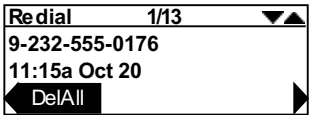
You can delete a single Redial entry from the Redial list or all Redial entries. Ensure the entry you wish to delete is displayed.

To delete a single entry:

1. In the Redial list, press ▽ or △ until you see the desired entry.
2. Press **Delete** .
3. Press **CANCEL** to exit the Redial list.

To delete all Redial entries:

1. In the Redial list, press ◁ or ▷ to display the **DelAll** soft key.



2. Press **DelAll** . A confirmation screen appears.

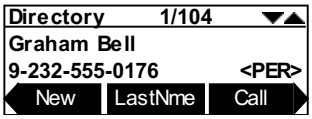
3. Press **Yes** to confirm deletion.
4. Press **CANCEL** to exit the Redial list.

Searching the Extension or Directory Lists Using the Dial Pad

Use the dial pad to get to the first entry that starts with any letter.

To search for a list entry:

1. Select a list to search, such as the Directory.

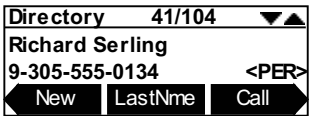


2. Press the dial-pad keys to cause the Deskset to search for an exact match or the closest match. For example:

   - If you press **4** once, the Deskset searches for names beginning with **G**.
   - If you press **7** three times, the Deskset searches for names beginning with **R**.

     See *"Dial-Pad Entry" on page 23* for information on entering other individual letters. This searching function uses only the uppercase letters.

   When an exact match is found, the entry appears.



   If you enter a letter and the Deskset cannot find an exact match, the Deskset displays the entry with the next closest alphabetical match.

Accessing the Held Calls List

NOTE This feature applies to Line Appearance mode only.

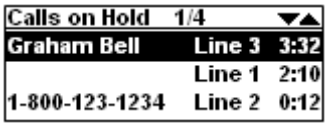
When you or anyone else in your office puts an external call on hold, the call is displayed in the Held Calls List. From the Held Calls List, you can view and retrieve any held call in the system.

Your Deskset Line Appearance LEDs also show which lines have held calls on them, but only for the lines assigned to your Deskset. All Desksets in the system may not have the same lines assigned to them. For example, your department may have lines 1 to 4 assigned to your Desksets. Another department in your company may have lines 5 to 8 assigned to their Desksets. Using the Held Calls List at your Deskset, you can access calls being held on lines 1 to 8.

To view and retrieve calls from the Held Calls List:

1. Press **MENU**, then **1**, then **1**.

   The **Calls on Hold** screen appears.



2. Press ▽ or △ to highlight the desired call.
3. Press **SELECT** to retrieve the call.

   The call becomes active on your Intercom line. Any previous active call on your Deskset goes on hold.

NOTE If you put a Line Appearance call on hold then retrieve the same call from the Held Calls List, you will only be able manage the call on the Intercom line.

CHAPTER 6

DIRECTORY

The Synapse system provides three Directory lists. By default, the system displays entries from all three lists. See "To view and call Directory entries:" on page 66 to learn how you can limit this display to one of the three lists.

- **Personal** — You can add, edit, and delete up to 50 entries in this Personal directory from the Deskset or the WebUI (referred to as "Extension Directory" on the WebUI). These entries are available only at your extension.
- **System** — This public directory is created and maintained by the system administrator. You can view and sort this directory, but you cannot modify it.
- **Extension** — This is a list of all extensions in the system. It contains the Display Names that the administrator entered and the extension number of each Deskset. You can view and sort this directory, but you cannot modify it.

- "Using the Directory" on page 65
- "Viewing and Calling Directory Entries" on page 66
- "Creating a New Personal List Entry" on page 67
- "Editing a Personal List Entry" on page 68
- "Storing Directory Entries from the Call Log or Redial List" on page 69
- "Sorting Directory Entries" on page 71.

Using the Directory

Access the Directory by pressing **MENU**, then **1**, and then **7** (Call Appearance mode) or **MENU**, then **1**, and then **5** (Line Appearance mode) to display the screen shown in Figure 20 and described in Table 14.

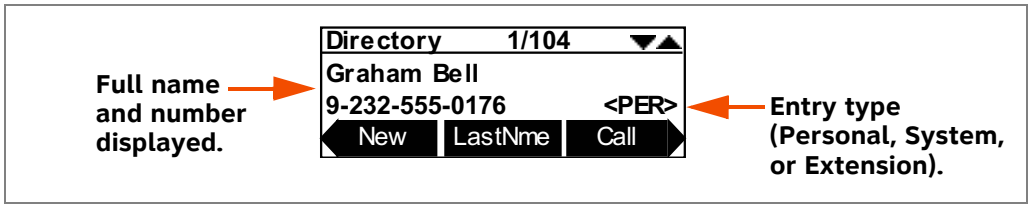


Figure 20. Directory

Table 14. Directory Screen Description

Key	Description
New	Creates a new entry in the Personal list.
Edit	Allows you to change previously entered information.
FirstNme	Switches between first and last name sort in Directory and Extension list.
LastNme	
Call	Dials the on-screen number.
Settings	Displays a list of Directory settings.
Delete	Deletes the entry.

Viewing and Calling Directory Entries

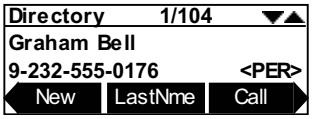
By default, the **Directory** screen displays entries from all three Directory lists—Personal, System, and Extension. You can change the Directory settings to view any combination of the lists. Within a list, you can press a dial-pad key to see the first name that starts with the first letter on that key. If there is no match, the Deskset displays the next entry in the alphabetical list.

To view and call Directory entries:

1. **Call Appearance mode:** Press **MENU**, then **1**, and then **7**.

   Line Appearance mode: Press **MENU**, then **1**, and then **5**.

   The Directory list appears.

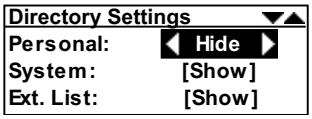


NOTE If the Directory is empty, only **New** and **Call** appear.

2. Press ▽ or △ to show the desired entry.
3. Press **SELECT** to dial the displayed phone number.

To change Directory settings:

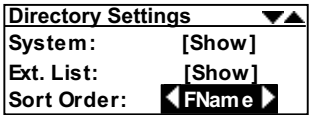
1. From the Directory list, press ◁ or ▷ to display the **Settings** soft key.
2. Press **Settings** to display the **Directory Settings** screen.



3. Press ▽ or △ to highlight the desired list, and press ◁ or ▷ to select **Show** or **Hide**. Show all lists by setting all three to **Show**.

   OR

   Press ▽ or △ to highlight **Sort Order**, and press ◁ or ▷ to select the default sort order.



4. Changes are saved immediately. Press **CANCEL** to return to the **Directory** screen.

Creating a New Personal List Entry

You can add up to 50 personal entries to the **Directory**. These personal entries are only visible at your extension.

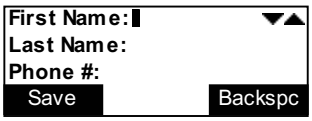
To create a new Personal list entry:

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **7**.

   Line Appearance mode—Press **MENU**, then **1**, and then **5**.

   The Directory appears.

2. Press **New** to display the Personal Entry screen with the cursor positioned in the **First Name** field.



3. Edit the **First Name**, **Last Name**, and **Phone #** fields using the dial pad. See *"Dial-Pad Entry" on page 23*. The name text fields are limited to 20 characters each and the number field is limited to 32 digits.

4. When editing the entry, you have the following options:

   - Press ◁ or ▷ to move the cursor.
   - Press △ or ▽ to move to the previous or next field.
   - Press **Backspc** to erase the highlighted character if there is one, or else the character before the cursor.
   - Press **Pause** to insert a two-second pause into the phone number. The pause appears as a **P** in the field and is counted as a digit.
   - For outside phone numbers, enter a **9** or whatever digit, if any, that must be dialed first to indicate this is an outside call.

5. Press **Save** . The **Directory** appears.

Editing a Personal List Entry

You can edit any Personal list entry while viewing the **Directory**.

To edit a Personal list entry:

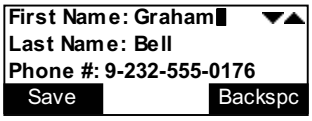
1. **Call Appearance mode—**Press **MENU**, then **1**, and then **7**.

   Line Appearance mode—Press **MENU**, then **1**, and then **5**.

   The Directory appears.

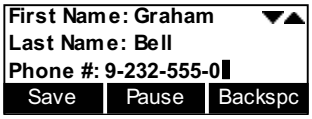
2. Press ▽ or △ to display a **Personal** entry.

3. Press **Edit** . The **Personal Entry** edit screen appears.



NOTE The **Edit** key is not available when a **System** or **Extension** entry appears in the Directory list.

4. Edit the **First Name**, **Last Name**, and **Phone #** fields using the dial pad, as shown below. See *"Dial-Pad Entry" on page 23*. The name text fields are limited to 20 characters each and the number field is limited to 32 digits.



5. When editing the entry, you have the following options:
   - Press ◁ or ▷ to move the cursor.
   - Press △ or ▽ to move to the previous or next field.
   - Press **Backspc** to erase the highlighted character if there is one, or else the character before the cursor.
   - Press **Pause** to insert a two-second pause into the phone number. The pause appears as a **P** in the field and is counted as a digit.
   - For outside phone numbers, enter a **9** or whatever digit, if any, that must be dialed first to indicate this is an outside call.

6. Press **Save** . The **Directory** appears.

Storing Directory Entries from the Call Log or Redial List

To store a Call Log or Redial entry into your Personal list:

1. In the **Call Log** or **Redial** list, press △ or ▽ to display the desired entry.
2. If necessary, press ◁ or ▷ to see the **Store** soft key.
3. Press **Store** to store the entry in your Personal list. The Personal Entry screen appears.

The Deskset automatically fills in the name and number, if available.

- If necessary, edit the name and number. Press ▽ to move the cursor to the **Last Name** and **Phone #** entries.
- Press **Backspc** to erase the highlighted character if there is one, or else the character before the cursor.
- Press **Pause** to insert a two-second pause into the phone number. The pause appears as a **P** in the field and is counted as a digit.
- For outside phone numbers, enter a **9** or whatever digit, if any, that must be dialed first to indicate this is an outside call.

4. Press **Save** to save the entry.

NOTE The system does not check for duplicate entries.

Deleting a Personal List Entry

You can delete any one of your personal list entries while viewing the **Directory**.

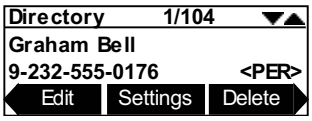
To delete a Personal list entry:

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **7**.

   Line Appearance mode—Press **MENU**, then **1**, and then **5**.

   The Directory appears.

2. Press ▽ or △ to display the entry to be deleted.
3. Press ▷ so that **Delete** appears.



4. Press **Delete** . The confirmation screen appears.

5. To confirm the deletion, press **Yes** .

> **NOTE** The **Delete** key is not available when a System or Extension entry appears in the Directory.

Sorting Directory Entries

The **Directory** entries are sorted by first or last names. When you use the dial pad to search, the system searches for the names in the sort order.

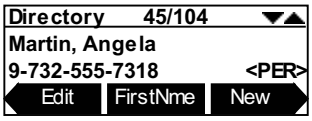
To sort Directory entries:

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **7**.

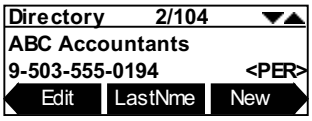
   Line Appearance mode—Press **MENU**, then **1**, and then **5**.

   The Directory appears.

2. To sort the entries by first name, press **FirstNme** .



   To sort the entries by last name, press **LastNme** .



The **Directory** stays in the chosen sort order until you change it.

CHAPTER 7

VOICEMAIL

Your Synapse system records and saves incoming voicemail messages. You can play, delete, or forward those messages to one or many other extensions. The MESSAGE WAITING LED, shown in *Figure 21 on page 73*, lights up when there is at least one new message.

Each message can be up to 2 minutes long. The Personal Mailbox at your Deskset has 30 minutes of recording time.

Your system administrator may give you access to one or more Group Mailboxes. Group Mailboxes allow more than one person access to Voicemail messages.

You can also record a message and send it to a Voicemail distribution group that you have created. See *"Voicemail Distribution" on page 130*.

The following sections describe how to listen to and manage voicemail on your Deskset:

- *"Voicemail Overview" on page 73*
- *"Accessing Your Messages" on page 76*
- *"Sending a New Message to a Distribution List" on page 81*
- *"Accessing Your Voicemail Remotely" on page 84.*

Voicemail Overview

When there is at least one new message, the MESSAGE WAITING LED lights up, as shown in Figure 21.

Figure 21. Message Waiting LED

To access your messages, see *"Accessing Your Messages" on page 76*. Each message appears on a screen similar to the screen shown in Figure 22. To see other messages, press △ or ▽. Pressing ◁ or ▷ displays the soft keys described in Table 15.

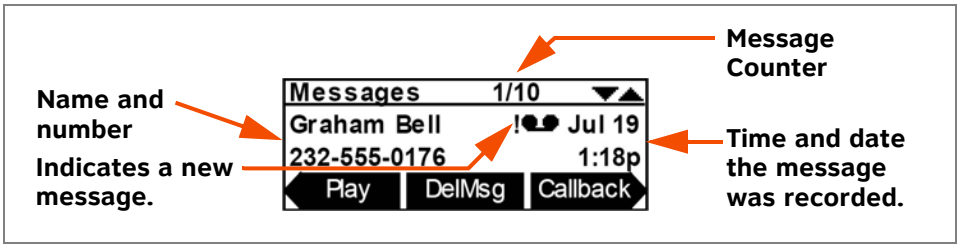


Figure 22. Messages Screen

Table 15. Voicemail List Description

Key	Description	Key	Description
Play	Plays message.	**DelMsg**	Deletes displayed message.
FwdMsg	Initiates Message Forward function.	**PlayAll**	Plays all Voicemail messages.
DelAll	Deletes all Voicemail messages.	**ClrNew** **MrkNew**	Clears and restores the new message indication from a message.
Callback	Allows dialing options before calling a number from Call Log, Redial list, or Messages.	**MBList**	Switch to the next Group Mailbox.

Group Mailbox Overview

Group Mailboxes provide general delivery of Voicemail messages to a group within an organization. Group Mailboxes are different from your Personal Mailbox in that messages in Group Mailboxes are not stored in your Deskset. Even if your Personal Mailbox is full, there may be space available in some of your Group Mailboxes.

If your system administrator has given you access to a Group Mailbox, the **# New Messages** count on the Idle screen includes your new private messages and new messages in any Group Mailboxes to which you are assigned.

If you press **MENU**, then **1**, and then **4** (Call Appearance mode) or **MENU**, then **1**, and then **3** (Line Appearance mode) and have not enabled Voicemail distribution, a list of mailboxes appears, as shown in Figure 23.

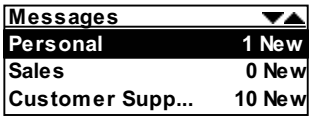


Figure 23. Group Mailbox List

If you have enabled Voicemail Distribution, the **Leave New or Listen** screen appears, as shown in Figure 24, allowing you to press **Listen** to see the list of mailboxes.

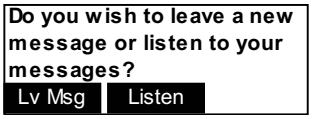


Figure 24. Leave New or Listen Screen

From the Mailbox list screen, you can access your personal Voicemail and messages stored in Group Mailboxes, such as the sales department shown in Figure 23. Your Personal Mailbox is always at the top of the list of mailboxes.

Select a mailbox to access the messages stored in that mailbox.

The first message in that Mailbox appears, as shown in Figure 25. When you access a Group Mailbox, the name of the Group Mailbox appears at the top of the screen.

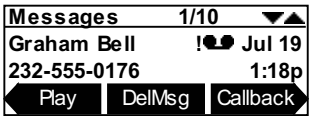


Figure 25. Messages Screen

Additionally, the following conditions apply when you access a Group Mailbox:

- When a mailbox is nearly full, **[<5 Min]** appears, and when it is full, **[Full]** appears next to that Personal Mailbox or Group Mailbox as shown in Figure 26. Delete messages to make more room.

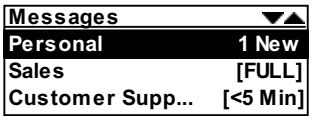


Figure 26. Mailbox Full Screen

- After someone listens to a message, the **!** indicator for that message is removed from the screens of all participants of that group.
- If someone else is listening to a message when you delete it, the message is not deleted until the listener exits the Voicemail session.
- Message playback is not interrupted if you receive a call while listening to Group Mailbox Voicemail. The incoming call appears on the Deskset screen accompanied by a call-waiting tone. (There is no call-waiting tone in Line Appearance mode.)

Accessing Your Messages

Access to your messages is different depending on whether or not you have access to any Group Mailboxes, and whether you have enabled Voicemail distribution.

To access an entry from Voicemail:

1. **Call Appearance mode:** Press **MENU**, then **1**, and then **4**.

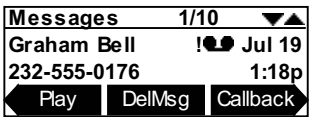
   Line Appearance mode: Press **MENU**, then **1**, and then **3**.

   If necessary, use the dial pad to enter your user password and press **SELECT**.

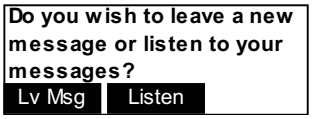
   NOTE Once you have entered your password, you do not have to enter it again while you are reviewing messages. However, if you exit the **Messages** screen, you will need to enter your password to access the Message list.

   The screen that appears depends on your system configuration.

   If you do not have Voicemail Distribution enabled or access to a Group Mailbox, the **Messages** screen appears.

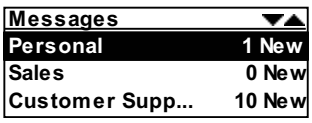


   If you have enabled Voicemail Distribution (see *"Voicemail Distribution" on page 130*), the **Leave New Message or Listen** screen appears.



   - Press **LvMsg** to create a message to send to a Voicemail Distribution List. See *"Sending a New Message to a Distribution List" on page 81*.
   - Press **Listen** to view the Mailbox List (if you have Group Mailboxes) or Voicemail messages.

   If your system administrator has assigned a Group Mailbox to you, a list of your Personal Mailbox and Group Mailboxes appears.



   a. If necessary, press ▽ or △ to highlight the desired Mailbox.

   b. Press **SELECT**. The **Messages** screen appears.

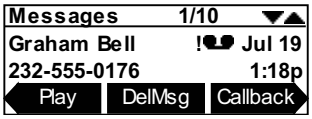
2. Press ▽ or △ until you see the desired **Messages** entry.
3. Press **CANCEL** to exit the Voicemail list.

Message Playback

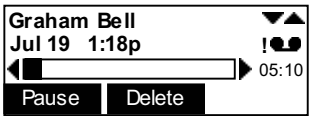
You can play either a single message or all of the Voicemail messages in a Mailbox.

To play a single message:

1. On the **Messages** screen, press △ or ▽ until the desired entry is on the screen.



2. Press **Play** . The **!** icon appears on messages that are being played for the first time.



During message playback, you can press:

- **Pause** to pause message playback.
- **Delete** to delete the message. If there are more messages, the next message is displayed.
- ◁ or ▷ to skip back or forward by 8 seconds.
- △ or ▽ to skip to the previous (newer) or next (older) message.

To play all messages:

1. On the **Messages** screen, press ◁ or ▷ to display the **PlayAll** soft key.
2. To play all messages, press **PlayAll** .

   The system starts with the oldest and ends with the most recent. There is a short beep between messages. The **!** icon appears on messages that are being played for the first time. During message playback, you can press:

   - **Pause** to pause message playback.
   - ◁ or ▷ to skip back or forward by 8 seconds.
   - ▽ or △ to skip to the previous or next message.
   - **CANCEL** to stop playback and return to the **Messages** list.

   If all messages play without interruption, you return to the **Messages** list with the last played message on the screen.

Calling the Messenger

You can call back the person who left the Voicemail message.

To call back the person who left the message:

1. In the **Messages** list, press △ or ▽ until the desired entry is on the screen.
2. Press **Callback** . The **Call Back** screen appears.

- Press ◁ or ▷ to view the dialing options.
- Press **Call** to dial the number.
- Press **Store** to store the entry in your Personal Directory.
- Press **CANCEL** to return to the **Messages** list.

Forwarding a Message

You can forward a message to an extension or extensions, a Voicemail Distribution List (if enabled), or a Group Mailbox (if enabled). You can also record a message and forward it to a Distribution List.

- *"Forwarding a Voicemail Message" on page 79*
- *"Recording an Introduction to Send with a Forwarded Message" on page 80.*

Forwarding a Voicemail Message

You have several options for forwarding a message, depending on how your system has been set up.

To forward a Voicemail message:

1. In the **Messages** list, press ▽ or △ until the desired entry is on the screen.
2. Press ◁ or ▷ to display the **FwdMsg** soft key.
3. Press **FwdMsg** to begin the forwarding process. A selection screen appears.

4. Select a Forward Destination:
   - Press **ExtList** to display the **Extension List**. Press ▽ or △ to highlight the desired extension and press **SELECT**. The Forward Message screen appears.

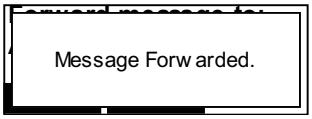
   - If you have enabled Voicemail Distribution, you can press **DistrList** to display Voicemail Distribution Lists. Press △ or ▽ to highlight the desired **Distribution List** and press **SELECT**. The Forward Message screen appears.

   - If your system has Group Mailboxes, you can press **MBList** to display the Group Mailbox list. Press △ or ▽ to highlight the desired Mailbox and press **SELECT**. The Forward Message screen appears.

5. Optional: Press **Intro** to record an introductory message. See *"Recording an Introduction to Send with a Forwarded Message" on page 80*.

6. Press **Send** to forward the message.

   The **Message Forwarded** screen appears.



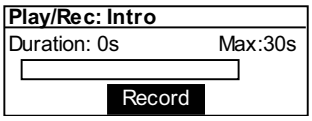
   The forwarded message appears in the recipient's Messages list.

Recording an Introduction to Send with a Forwarded Message

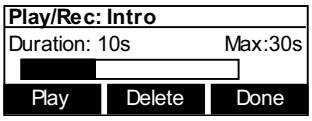
You can record an audio introduction to send with a forwarded message. To begin recording the introduction, press **Intro** while forwarding a message.

To record a message introduction:

1. Press **Intro** after selecting the destination for a forwarded message. The **Play/Rec: Intro** screen appears.



2. Press **Record** to begin recording. The soft key changes to **Stop**.
3. When finished recording, press **Stop** . The message review screen appears.



   - Reaching the 30-second limit automatically stops recording.
   - You can **Play** or **Delete** the announcement.

4. Press **Done** to display the **Forward Message** screen.

   [Msg Intro Attached] appears on the screen.

5. Press **Send** to forward the message with the introduction message attached.

Sending a New Message to a Distribution List

If you have enabled Voicemail Distribution and created at least one Distribution List, you can record a new message and send it to a Distribution List. To create a Distribution List, see *"Voicemail Distribution" on page 130*.

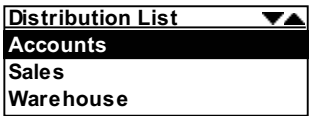
To record and send a new message:

1. **Call Appearance mode—**Press **MENU**, then **1**, then **4**.

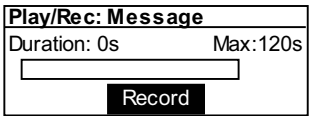
   Line Appearance mode—Press **MENU**, then **1**, then **3**.

   With Voicemail Distribution enabled, the **Leave New Message or Listen** screen appears.

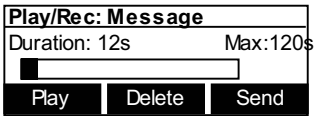
2. Press **LvMsg** . The **Distribution List** screen appears.



3. Press ▽ or △ to highlight the desired Distribution List.
4. Press **SELECT**. The **Play/Rec Message** screen appears.



5. Press **Record** to begin recording. The soft key changes to **Stop** .
6. When finished recording, press **Stop** . The Message Recorded screen appears.



   - Reaching the 120-second limit automatically stops recording.
   - You can **Play** or **Delete** the message.

7. Press **Send** to forward the message to the selected Distribution List.

Deleting Messages

You can delete a single message or all messages from the **Messages** screen. You can also delete a single message during message playback, as described in *"Message Playback" on page 77*.

To delete a single message or all messages:

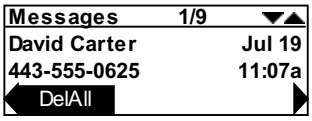
1. On the **Messages** screen, press ▽ or △ until the desired entry is on the screen.
2. Press **DelMsg** to delete the message.

   The system deletes the message and displays call information for the next message.

   OR

   To delete all messages:

   a. Press ◁ or ▷ to display the **DelAll** soft key.



   b. Press **DelAll** .

   The confirmation screen appears.

   c. Press **Yes** to confirm.

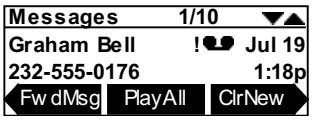
NOTE All messages are deleted, whether they are new (unheard) or not.

New Message Status Indications

You can add a new message indication (!) or delete the new message indication from a message. The new message indication disappears after you play a message, but you can mark a message as "new" or "old" at any time.

To clear and restore new Message indications:

1. On the **Messages** screen, press ▽ or △ until the desired entry is on the screen.
2. Press ◁ or ▷ to display the **ClrNew** soft key.



3. Press **ClrNew** to clear the new message indication.

   The **MrkNew** soft key replaces **ClrNew**.

4. If desired, press **MrkNew** to restore the ! icon for a selected message, marking the message as new again.

Accessing Your Voicemail Remotely

Remote access allows you to listen to Personal Messages or change the recorded greeting when you are away from your Deskset. Follow the voice prompts and press the appropriate dial-pad keys to navigate through the system. The voice prompts in a menu list are repeated three times with a 5-second pause between. After three times with no action, the voice says "Goodbye" and the remote call is disconnected.

Listening to the time/date stamp information of a message does not count as listening to the message. If you access the Voicemail through remote access and skip to another message while the time or date is playing, the message is still considered new.

NOTE

- This feature applies to Call Appearance mode only.
- You cannot remotely access Group Mailboxes.

To access Voicemail remotely:

1. Dial your company phone number.
2. After the call is answered, enter your extension number.
3. Immediately press the star twice (**). You will hear, "Enter your access code, followed by the pound sign."
4. Enter your password (if you have created one), then enter pound (#) to access the voice prompt menu.

   Even if you have not created a password, you must still enter the pound (#) after entering nothing for your password.

NOTE You need to get to your Personal Mailbox to access your messages remotely. If Call Forward All or Call Forward–No Answer is on and set to an extension or an outside line, or if Auto Answer is on, remote access to Voicemail is not supported as calls do not access your mailbox.

To access Voicemail remotely – listen to messages:

Once you have accessed the system, the Main Menu plays. From this menu you can listen to old or new messages as shown in Figure 27. You have the following options:

- To listen to new messages, press **1**.
- To listen to old messages, press **2**.
- To change Voicemail options, press **8**.

Once you press 1 or 2, and the messages start playing, you have the following options:

- To stop message playback and replay options, press **5**.
- To delete the current message, press **3**.
- To repeat the previous message, press **4**.
- To skip this message, press **6**.
- To jump back 8 seconds, press **7**.
- To jump forward 8 seconds, press **9**.
- To return to the previous menu, press star *****.

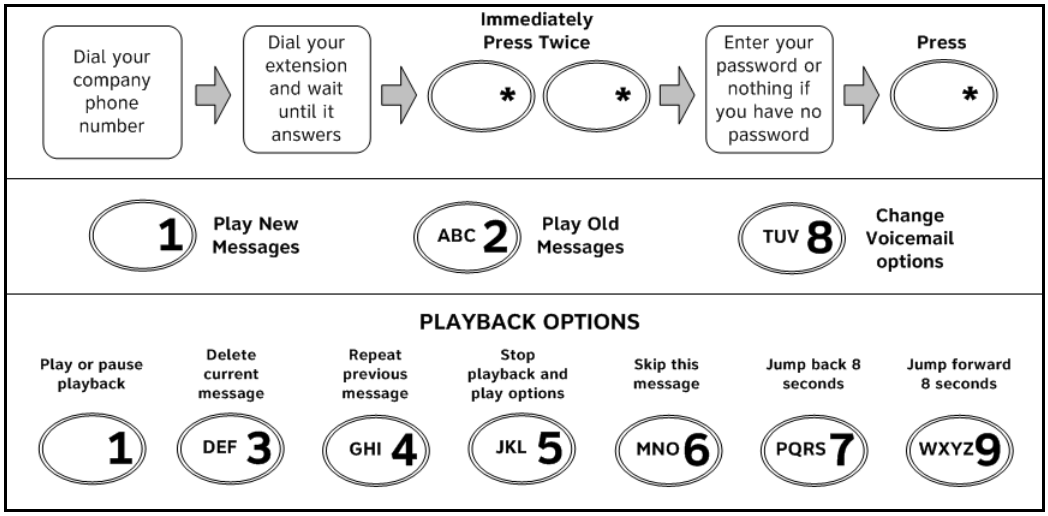


Figure 27. Remote Voicemail Access

To access Voicemail remotely – Voicemail greeting setup:

1. To set up the Voicemail greeting, access the system and press **8**. As illustrated in the flow diagram in Figure 28, you have the following options:
   - To record a primary greeting, press **1**.
   - To record an alternate greeting, press **2**.
   - To choose the Primary or Alternate greeting, press **7**.
2. Begin recording after the tone.
3. To end the recording, press **5**.
4. Select one of the following options:
   - To review the recording, press **1**.
   - To record over the greeting, press **3**.
   - To accept the greeting, press **9**.

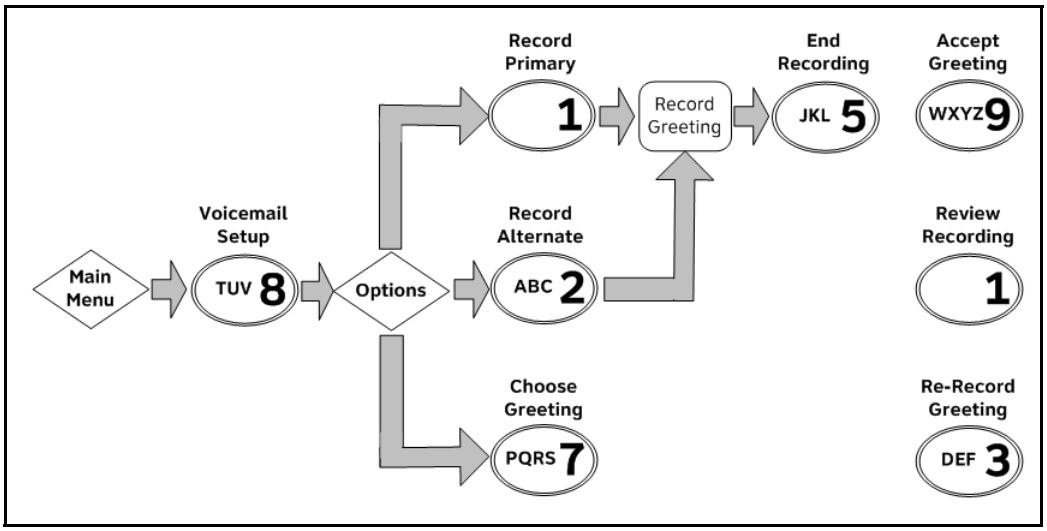


Figure 28. Remote Voicemail Greeting Setup

CHAPTER
8

CALL LOG

The Deskset Call Log provides available name and number information for the last 50 calls received. The newest entries replace the oldest.

- *"Using the Call Log" on page 88*
- *"Managing Missed Calls" on page 90*
- *"Deleting Call Log Entries" on page 93*
- *"Deleting Call Log Entries" on page 93.*

You can view the Call Log by pressing **MENU**, then **1**, and then **8** (Call Appearance mode) or **MENU**, then **1**, and then **6** (Line Appearance mode) from the Idle screen.

NOTE This system has a caller ID feature that works with the caller identification service offered through your telephone service provider. There is a fee for this service, and it might not be available in all areas. This telephone can provide information only if both you and the caller are in areas offering caller identification service, and if both telephone service providers use compatible equipment.

Using the Call Log

The Call Log soft keys, as shown in Figure 29 and described in Table 16, are available whenever the Call Log has at least one entry.

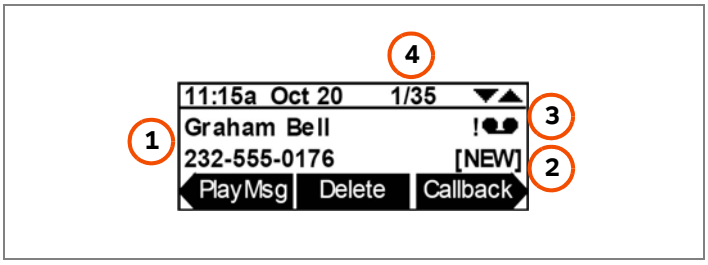


Figure 29. Call Log Functions

1. Name and number	The Ring Group name can also appear here.
2. NEW	Indicates call was not answered and has not been reviewed.
3. Voicemail message available for playback.	Exclamation mark (!) indicates message is new. A Ring Group or Call Queue icon can also appear here. The Voicemail icon replaces other icons when both would apply.
4. Current Call Log entry number/ total number of entries	50/50 maximum.

Table 16. Call Log Soft keys

Key	Description	Key	Description
PlayMsg	Plays message. Appears only when there is a message.	**Delete**	Deletes the entry.
CallBack	Dials the entry.	**Store**	Stores number in your Personal list.
ClrNew	Clears **[NEW]** indication from the displayed entry.	**DelAll**	Deletes all entries.

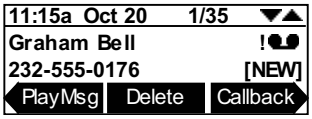
- The Voicemail message icon appears in call entries where the caller left a message. The icon remains until you delete the message. An **!** icon indicates the message is new.
- If your company has caller ID, the caller information appears. If the caller ID information is absent because it is unavailable, **UNKNOWN NAME** and **UNKNOWN NUMBER** appear. If the caller chooses not to send the information, **PRIVATE NAME** and **PRIVATE NUMBER** appear.

To access the Call Log list:

1. **Call Appearance mode:** Press **MENU**, then **1**, and then **8**.

   Line Appearance mode: Press **MENU**, then **1**, and then **6**.

   The most recent Call Log entry appears.



2. Press ▽ or △ until the desired entry is on the screen.
3. Press **CANCEL** to exit the Call Log.

Managing Missed Calls

All incoming calls are recorded in the Call Log unless Call Forward All is on and calls are forwarded to another extension or outside phone number (Call Appearance mode only). Unanswered calls that have not been reviewed are indicated by **[NEW]**.

To review and make calls from the Call Log:

1. On the Call Log screen, press ▽ or △ to see the desired entry.
   - Press **CallBack** to access dialing options before calling a number and to dial the displayed number. The **Call Back** screen appears.

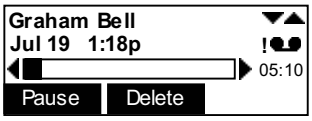
     - Press **Call** to dial the on-screen number.
     - Call Log entries may not be in the proper format for dialing. In some areas, you need to remove the area code or add or remove a 1. Press ◁ or ▷ to view the dialing options. The following dialing options are available:
       - nnn-nnnn (7 digits)
       - 1-nnn-nnnn (8 digits)
       - nnn-nnn-nnnn (10 digits)
       - 1-nnn-nnn-nnnn (11 digits).
   - Press **Delete** to delete the displayed entry.
2. Press **CANCEL** to exit the **Call Log**.

Listening to Voicemail From the Call Log

If the caller left a Voicemail message, you can play the message from the Call Log.

To play a Voicemail message from the Call Log:

1. On the Call Log screen, press △ or ▽ until the desired entry is on the screen.
2. Press **PlayMsg** . The message playback screen appears.



NOTE **PlayMsg** only appears if the call has an associated Voicemail.

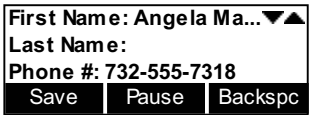
If necessary, use the dial pad to enter your password and press **SELECT**.

3. Press **Delete** while the message is playing to delete the voice message. There is a slight delay until the message indicators change.
4. When the message playback completes, the **Call Log** appears.
5. Press **CANCEL** to exit the **Call Log**.

Storing Call Log Entries

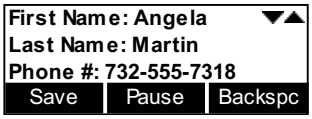
To store a Call Log entry into your Personal list:

1. From the desired Call Log entry, press ◁ or ▷ to display the **Store** soft key.
2. Press **Store** to store the entry in your Personal list. The store personal entry screen appears.



The caller information fills in the **First Name** and **Number** fields.

3. Fill in the **Last Name** field, if desired. To create the Last Name or to edit any field, use ▽ or △ and the dial pad. See *"Dial-Pad Entry" on page 23*.



NOTE

When entering a phone number, you must add a **9** or whatever digit, if any, that must be dialed first to indicate this is an outside call, and **1** if it is a long-distance number.

The system does not check for duplicate entries.

4. Press **Save** to store the entry and return to the **Call Log**.
5. Press **CANCEL** to exit the **Call Log**.

Deleting Call Log Entries

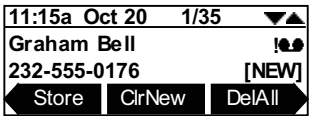
You can delete a single Call Log entry, or all Call Log entries.

To delete Call Log entries:

1. From a Call Log entry, press **Delete** . The displayed entry is removed from the list and the next entry appears.

   OR

   To delete all Call Log entries, press ◁ or ▷ to display the **DelAll** soft key.



   a. Press **DelAll** .

      The confirmation screen appears.

   b. Press **Yes** to confirm.

2. Press **CANCEL** to exit the **Call Log**.

CHAPTER
9

PAGING

Paging allows you to broadcast what you say to more than one extension. If your system administrator has set up Paging Zones, you can page all extensions or a zone.

If your Synapse system includes an optional overhead paging (OHP) system, you may be able to page through loudspeakers. If the OHP is a single-zone paging system, it is included when you page **All Extensions**. The single-zone OHP may also be included in an individual Paging Zone. If the OHP is a multi-zone paging system, it is not included when you page **All Extensions**. However, it appears as **Overhead Page** as the last entry in the **Paging Zones** list.

Sending a Page

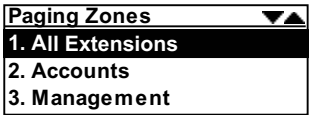
You can start sending a page from the **Paging Zones** screen. If your system administrator has set up Paging Zones, you can page all extensions or a zone.

To send a page:

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **3**.

   Line Appearance mode—Press **MENU**, then **1**, and then **2**.

   The **Paging Zones** screen appears. The screen shows the page options available to your Deskset.



2. Highlight **All Extensions** or a Paging Zone.
3. Press **SELECT**. The system emits a short paging tone and the **Page** screen appears.

   OR

   Press **CANCEL** to return to the idle screen.

4. Speak into the speakerphone or pick up the handset to speak.
5. When finished, press **EndPage** or **CANCEL**, hang up the handset, or press **SPEAKER**. The Idle screen appears.

At the extensions being paged:

- Desksets involved in active calls, listening to a Voicemail message, or playing or recording a name or greeting do not receive pages.
- The **PAGE** Programmable Feature Key (key #4 by default) flashes.
- Press the **VOL+** or **VOL–** keys to adjust the volume. This volume setting affects current and future incoming pages only.
- Lifting the handset interrupts the page. The **PAGE** key continues to flash.

CHAPTER
10

DESKSET SETTINGS

You or your system administrator can customize your Deskset at the Deskset using the following menus and features:

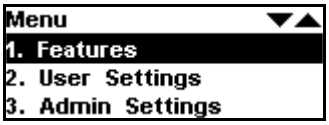
- "Deskset Menu" on page 97
- "Features" on page 98
- "User Settings" on page 100
- "Admin Settings" on page 118
- "Deskset Information" on page 119
- "Auto-Attendant Settings" on page 120
- "Using Do Not Disturb (DND)" on page 121.

Deskset Menu

You can use the Deskset menus to set up many Deskset features. Access the **Menu** by pressing **MENU**, and then select options by highlighting an item and pressing **SELECT**, or by pressing the dial-pad key with that option number.

To access the Deskset setup menus:

1. Press **MENU**. The Deskset **Menu** appears.



- Press **1** on the dial pad to display the **Features** menu. These features are discussed throughout this User's Guide. See *"Features" on page 98* for appropriate links.
- Press **2** to display the **User Settings** menu. See *"User Settings" on page 100* for further instructions.
- Press **3** to display the **Admin Settings** menu. See *"Admin Settings" on page 118*.
- Press **4** to display the **Deskset Information** screen. See *"Deskset Information" on page 119* for further instructions.
- **Call Appearance mode only—**If your system administrator has set your extension as an Auto Attendant Manager, the menu has an additional item. Press **5** to change the **Auto Attendant** settings. See *"Auto-Attendant Settings" on page 120* for further instructions.

Features

Use the **Features** menu to access the Deskset Features. Table 17 lists the Features available in Call Appearance mode. For Features available in Line Appearance mode, see Table 18 on page 99.

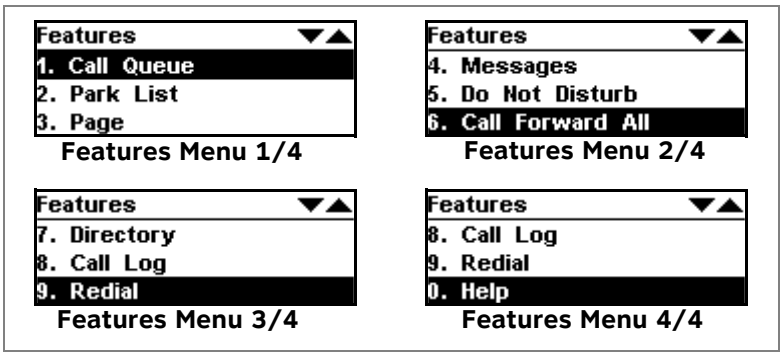


Figure 30. Deskset Features Menu (Call Appearance Mode)

Table 17. Deskset Menu – Call Appearance Mode Features

Feature	See page...	Description
1. Call Queue	*56*	View and answer unanswered calls in the Call Queue.
2. Park List	*57*	View and retrieve Parked calls.
3. Page	*95*	Make an announcement to your organization.
4. Messages	*76*	Play, delete, or forward messages.
5. Do Not Disturb	*121*	Turn Do Not Disturb on and off.
6. Call Forward All	*39*	Turn Call Forward All on and off.
7. Directory	*65*	View and make calls from the Directory.
8. Call Log	*88*	View and make calls from the Call Log.
9. Redial	*60*	View the last 20 numbers dialed and redial a selected number.
0. Help	*24*	View help information on the Deskset screen.

NOTE Depending on how your system administrator set up your extension, some of these features may be available by pressing one of the Programmable Feature Keys on the right side of the Deskset. See *"Programmable Feature Keys" on page 20*.

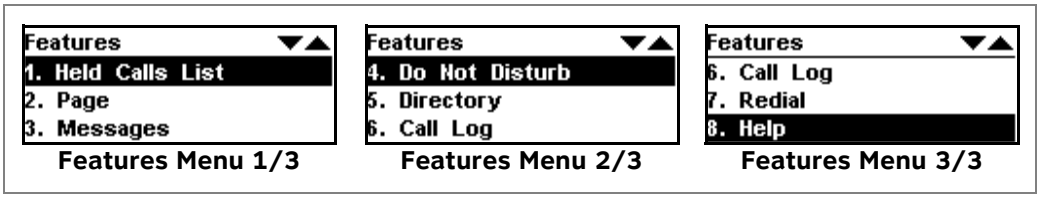


Figure 31. Deskset Features Menu (Line Appearance Mode)

Table 18. Deskset Menu – Line Appearance Mode Features

Feature	See page...	Description
1. Held Calls List	*63*	View and retrieve calls from any line in the system.
2. Page	*95*	Make an announcement to your organization.
3. Messages	*76*	Play, delete, or forward messages.
4. Do Not Disturb	*121*	Turn Do Not Disturb on and off.
5. Directory	*65*	View and make calls from the Directory.
6. Call Log	*88*	View and make calls from the Call Log.
7. Redial	*60*	View the last 20 numbers dialed and redial a selected number.
8. Help	*24*	View help information on the Deskset screen.

NOTE Depending on how your system administrator set up your extension, some of these features may be available by pressing one of the Programmable Feature Keys on the right side of the Deskset. See *"Programmable Feature Keys" on page 20*.

User Settings

Use the **User Settings** menu to set up options as shown in Figure 32 and described in Table 19. Figure 32 shows the menu in Call Appearance mode. The menu in Line Appearance mode is slightly different, as described in Table 19.

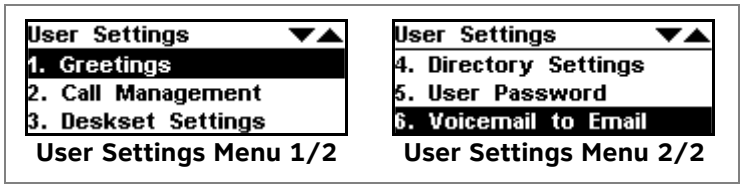


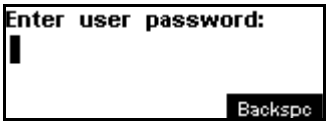
Figure 32. User Settings Menu (Call Appearance Mode Shown)

Table 19. Deskset Menu – User Settings

Call Appearance mode	See page...	Line Appearance mode	See page...
1. Greetings	*101*	**1. Greetings**	*101*
2. Call Management	*105*	**2. Deskset Settings**	*109*
3. Deskset Settings	*109*	**3. Directory Settings**	*114*
4. Directory Settings	*114*	**4. User Password**	*115*
5. User Password	*115*	**5. Voicemail to Email**	*117*
6. Voicemail to Email	*117*		

To display the User Settings menu:

1. Press **MENU** and then **2** to display the **User Settings** menu.
2. If you have set a user password, the **User Password** screen appears before the **User Settings** menu appears.



- Enter your password and press **SELECT**.
- To correct errors, press **Backspc** .
- To cancel your changes on that screen, press **CANCEL** at any time. The set will return to the previous screen.

Greetings

Use the **Greetings** menu, as shown in Figure 33 and listed in Table 20, to record greetings. The figure below shows the menu in Call Appearance mode. The menu in Line Appearance mode is slightly different, as described in Table 20.

Figure 33. Greetings Menu (Call Appearance Mode Shown)

Table 20. SB67020 Deskset Menu – User Settings

Function	See page...	Description
1. Voicemail Greeting	*102*	Set your Voicemail greetings.
2. Name Recording	*104*	**Call Appearance mode only—**Record your name.

Voicemail Greetings

You can have three different greetings for your Voicemail. You can then activate the one that is currently appropriate. You can record a **Primary Greeting** to use most of the time and an **Alternate Greeting** for when you are out of the office. The **Pre-Set** greeting, "*Please leave a message after the tone*," is used when no other greeting is recorded.

To activate a greeting:

1. Press **MENU**, then **2**, then **1**, and then **1** to display the **Voicemail Greetings** menu.

   - Press △ or ▽ to highlight the **Primary**, **Alternate**, or **Pre-Set** greeting to be played to outside callers. When you highlight the **Pre-Set** greeting, the **PlayRec** soft key changes to **Play**.

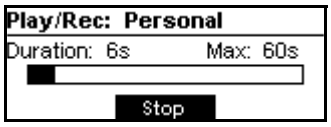
NOTE You cannot delete or record over the Pre-Set greeting.

2. Press **Activate** to make the highlighted greeting the greeting played to callers. The system checks to see if the selected greeting has been recorded.
   - If the selected greeting has been recorded, **[ACTIVE]** appears beside the selected greeting.
   - If a greeting has not been recorded, **Greeting not recorded** appears. To record a **Primary** or **Alternate** greeting, see *"To record a Primary or Alternate greeting:" on page 102*.

To record a Primary or Alternate greeting:

1. Press **MENU**, then **2**, then **1**, and then **1** to display the **Voicemail Greetings** menu.
2. Press ▽ or △ to highlight the **Primary** or **Alternate** greeting. You cannot record over the **Pre-Set** greeting.
3. Press **PlayRec** . The message review screen appears. The **Play** and **Delete** soft keys do not appear if a greeting has not already been recorded.

4. If you wish to record the greeting on the handset, lift the handset. You can also record the greeting on the speakerphone.
5. To record your greeting, press **Record** . The message recording screen appears and the **Record** key changes to **Stop** .



6. Press **Stop** when you are finished. The greeting is saved and the message review screen appears. Recording stops automatically if you exceed the 60-second time limit.

7. Press **Play** to review the message or **Delete** to delete the greeting.
8. Press **CANCEL** to return to the **Voicemail Greetings** menu.

Name Recording

NOTE Name Recording is available in Call Appearance mode only.

If callers access the Company Directory when the Auto Attendant is on, they hear this recording upon entering your name.

To create a useful recording for incoming callers, you should say your name slowly, clearly, and at a reasonable volume. Your system administrator may also recommend that you state both your name and extension number. It is important that your recording be consistent with recordings at other extensions in the system.

To record and play a personal name:

1. Press **MENU**, then **2**, then **1**, and then **2** to display the **Name Recording** menu. The **Play** and **Delete** soft keys do not appear if your name has not already been recorded.

2. Press **Record** to record a personal name. The **Record** key changes to **Stop** .

NOTE You are limited to a 10-second recording; recording stops automatically if the limit is exceeded.

3. Press **Stop** when you are finished. The recording is saved and the recording review screen appears.

4. Press **Play** to review the recorded name.

   OR

   Press **Delete** to delete the recording. The **Recording Deleted** screen briefly appears.

5. Press **CANCEL** to return to the **Greetings** menu.

Call Management

NOTE Call Management features apply to Call Appearance mode only.

When the Synapse system is in Call Appearance mode, you can use the **Call Management** menu to set up options for handling calls, as shown in Figure 34 and listed in Table 21.

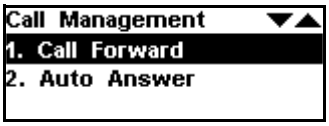


Figure 34. Call Management Menu

Table 21. Deskset Call Management Menu

Function	See page...	Description
1. Call Forward	*106*	Redirect incoming calls.
2. Auto Answer	*108*	Automatically answer calls after a delay that you specify.

Call Forward All and Call Forward–No Answer

Call Forward All and Call Forward–No Answer redirect incoming calls. Once a call is forwarded, it cannot be answered by the original extension.

- You can set **Call Forward All** to redirect calls to a phone number, extension, or Voicemail. Your Deskset does not ring, but a message screen appears to confirm that the call was forwarded. Your Deskset does not record the call in its Call Log. Your company's caller ID is attached to calls that Call Foward All sends to outside numbers. The default destination is Voicemail.

  To turn Call Forward All on or off, press **MENU**, then **1**, and then **6** when the Deskset is idle. Call Forward All overrides the system administrator's Call Forward–No Answer setting.

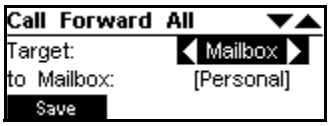
  You can set the Call Forward All destination in the **User Settings** menu or using the WebUI. See *"Basic Settings" on page 125*.

- **Call Forward–No Answer** can only be set by the system administrator. This setting determines the delay of, and the destination for, unanswered calls for each extension. The default destination is Voicemail. After the calls are forwarded, the calls cannot be answered at the Deskset.

  The Call Forward–No Answer setting does not apply to Ring Group calls or to incoming calls at extensions that are part of a Call Queue. See *"Answering Calls in the Call Queue" on page 42*.

To set the Call Forward destination:

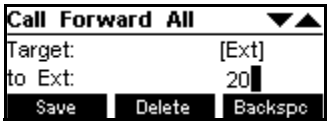
1. Press **MENU**, then **2**, then **2**, and then **1** to display the **Call Forward All** screen.



2. Press ◁ or ▷ to select one of the following targets:

   - **Mailbox**. Then press ▽ to move to the **to Mailbox:** field and select your personal mailbox or a Group Mailbox (if enabled).
   - **Phone#**. Then press ▽ to move to the **to Phone #:** field and enter a valid phone number. Enter a preceding 9 or whatever digit, if any, that must be dialed for outside calls.

   - **Ext**. Then press ▽ to move to the **to Ext:** field and enter a valid extension number.



3. To confirm the change, press **Save** . The **Call Management** menu appears. An error message appears if:
   - you entered an invalid extension number
   - your system administrator has disabled call forwarding/transferring to an outside line
   - you enter a restricted number.

Automatic Answering

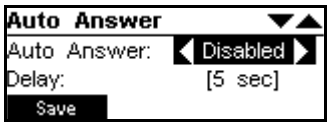
You can set the Deskset to automatically answer calls after a delay that you specify. Without touching the Deskset, you can speak to and be heard by people who call you. For example, employees in warehouses or shops may use this feature for quick conversations without having to interrupt what they are doing.

NOTE **Do Not Disturb** and **Call Forward All** take priority over Auto Answer. If you have enabled **Call Forward All**, calls are forwarded before they can be Auto Answered. However, Auto Answer takes priority over the Call Forward-No Answer setting. See *"Call Forward All and Call Forward–No Answer" on page 106*.

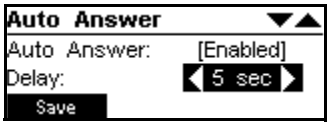
Auto Answer does not apply to Ring Group calls. See *"Incoming Call Indication" on page 36*.

To set Auto Answer:

1. Press **MENU**, then **2**, then **2**, and then **2**. The **Auto Answer** screen appears.



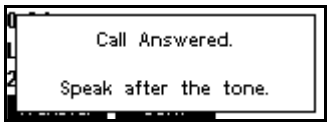
2. Press ◁ or ▷ to select either **Disabled** or **Enabled**.
3. Press ▽, then ◁ or ▷ to set the delay before the Deskset automatically answers each call.



NOTE The Auto Answer **Delay** overrides the Call Forward–No Answer delay. See *"Call Forward All and Call Forward–No Answer" on page 106*.

4. Press **Save** to confirm the change. The **Call Management** menu appears.

When an incoming call is automatically answered, a **Call Answered** screen appears and a tone sounds.



Deskset Settings

Use the **Deskset Settings** menu to set up the display appearance and sounds of your Deskset as listed in Table 22.

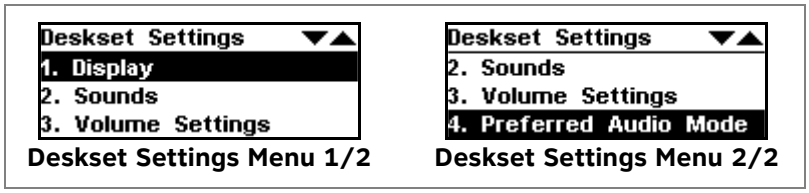


Figure 35. Deskset Settings Menu

Table 22. Deskset Settings Menu

Function	See page...	Options
1. Display	*110*	**1. Contrast (1–9)** **2. Backlight (Lo/Hi/Off)**
2. Sounds	*111*	**1. Ring Volume (0–9)** **2. (0–40 seconds)** **3. Ringtones (1–9)** **4. Key beeps (On/Off)**
3. Volume Settings	*112*	**Speaker Volume (1–9)** **Receiver Volume (1–9)** **Headset Volume (1–9)** **Paging Volume (1–9)**
4. Preferred Audio Mode	*113*	**Preferred Audio Mode (Speaker, Headset)**

Display

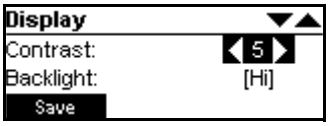
Use the **Display** menu to adjust your Deskset LCD screen contrast and backlight.

To use the Display menu:

1. **Call Appearance mode—**Press **MENU**, then **2**, then **3**, and then **1**.

   Line Appearance mode—Press **MENU**, then **2**, then **2**, and then **1**.

   The **Display** menu appears.



2. Press ◁ or ▷ to adjust the **Contrast** level from **1** to **9**. The default is **5**.
3. Press ▽ to set the **Backlight** level.

   Press ◁ or ▷ to select **Hi**, **Lo**, or **Off**. The default is **Hi**.
4. Press **Save** to accept the adjustments and return to the **Deskset Settings** menu.

Sounds

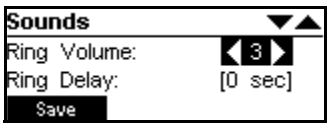
Use the **Sounds** menu to set the ring volume, delay the beginning of audible ringing, pick one of nine ringtones, or turn key beeps on and off.

To use the Sounds menu:

1. **Call Appearance mode—**Press **MENU**, then **2**, then **3**, and then **2**.

   Line Appearance mode—Press **MENU**, then **2**, then **2**, and then **2**.

   The **Sounds** menu appears.

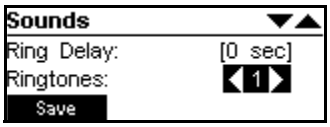


2. Press ◁ or ▷ to adjust the **Ring Volume** from **0** to **9**. The default is **3**. A ringer sample plays. You can also set the ring volume by pressing **VOL+** and **VOL–**.

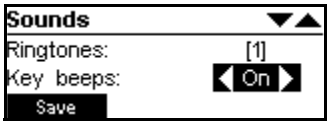
   To turn off the ringer, decrease the volume to zero.

3. Press ▽, and then ◁ or ▷ to set the **Ring Delay** from **0** to **40** seconds. The default is **0**, which also disables the feature. Although the Call Appearance or Line Appearance LED flashes, the Deskset does not ring for the time you set.

4. Press ▽, and then ◁ or ▷ to select one of nine **Ringtones**. The default is **1**. Ringtone samples play when selected.



5. Press ▽, and then ◁ or ▷ to turn **Key Beeps On** or **Off**. The default is **On**.



6. Press **Save** to accept the adjustments and return to the **Deskset Settings** menu.

Volume Settings

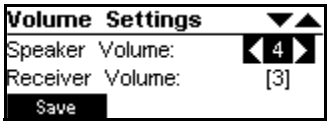
Set the Speaker, Receiver, Headset, and Paging volumes using the **Volume Settings** menu. You can also adjust each of these volumes while you are on a call by pressing **VOL+** and **VOL–**.

To use the Volume Settings menu:

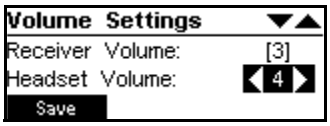
1. **Call Appearance mode—**Press **MENU**, then **2**, then **3**, and then **3**.

   Line Appearance mode—Press **MENU**, then **2**, then **2**, and then **3.**

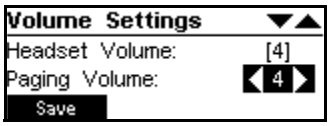
   The **Volume Settings** menu appears.



2. Press ◁ or ▷ to set the **Speaker Volume** from **1** to **9**. The default is **4**.
3. Press ▽, and then ◁ or ▷ to set the **Receiver Volume** from **1** to **9**. The default is **3**.
4. Press ▽, and then ◁ or ▷ to set the **Headset Volume** from **1** to **9**. The default is **4**.



5. Press ▽, and then ◁ or ▷ to set the **Paging Volume** from **1** to **9**. The default is **4**.



6. Press **Save** to accept the adjustments and return to the **Deskset Settings** menu.

Preferred Audio Mode

When you press a Call Appearance key or Answer, the call is answered in the preferred audio mode. Lifting the handset takes first priority in all instances. You can set the audio preferences to **Headset** or **Speaker** by using the **Preferred Audio** menu.

To use the Preferred Audio Mode menu:

1. **Call Appearance mode—**Press **MENU**, then **2**, then **3**, and then **4**.

   Line Appearance mode—Press **MENU**, then **2**, then **2**, and then **4**.

   The **Preferred Audio** menu appears.

2. Press ◁ or ▷ to select the preferred audio mode: **Speaker** or **Headset**.
3. Press **Save** to accept the adjustments and return to the **Deskset Settings** menu.

Directory Settings

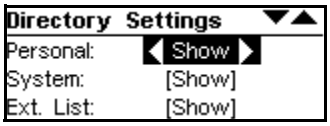
Use the **Directory Settings** menu to show or hide any of the three directories (**Personal**, **System**, and **Ext List**) and to set the sort order of the Directory. The default setting is all shown and sorted by first name.

To use the Directory Settings menu:

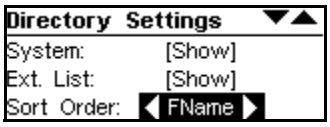
1. **Call Appearance mode—**Press **MENU**, then **2**, and then **4**.

   Line Appearance mode—Press **MENU**, then **2**, and then **3**.

   The **Directory Settings** menu appears.



2. Press ◁ or ▷ to **Hide** or **Show** the **Personal** Directory. This Directory holds your personal Directory entries. See *"Directory" on page 64*.
3. Press ▽ and then press ◁ or ▷ to **Hide** or **Show** the **System** Directory. This Directory holds public entries created and maintained by the system administrator.
4. Press ▽ and then press ◁ or ▷ to **Hide** or **Show** the **Ext List** Directory. This is a list of all extensions in the system.
5. Press ▽ and then press ◁ or ▷ to choose the Directory **Sort Order**; by first or last name.



Setting and Changing Your Password

Use the **User Password** menu to set, change, or reset your password. This setting can also be controlled on the WebUI.

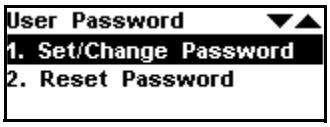
Once the password has been reset, password entry is no longer necessary for User Settings, Voicemail, and the WebUI.

To use the Password menu:

1. **Call Appearance mode—**Press **MENU**, then **2**, and then **5**.

   Line Appearance mode—Press **MENU**, then **2**, and then **4**.

   The **User Password** menu appears.



2. Press **1** to set or change the password. Follow the steps in *"Changing Your Password" on page 116*.
3. Press **2** to reset your password. A confirmation screen appears.

4. Press **Yes** to confirm that you want to reset your password. The message **User password has been reset** appears. The **User Password** menu appears.

Changing Your Password

To change your password:

1. **Call Appearance mode—**Press **MENU**, then **2**, then **5**, and then **1**.

   Line Appearance mode—Press **MENU**, then **2**, then **4**, and then **1**.

   The **Set/Change Password** menu appears.

2. Use the dial pad to enter a password.

   NOTE Passwords can be up to six digits.

   - To correct errors, press **Backspc** .
   - To start over, press **Delete** .

3. Press ▽ and enter the new password again.

4. To accept the change, press **Save** . The **Password Saved** screen appears, then the **User Settings** menu appears.

Setting the Voicemail to Email Mode

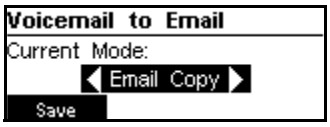
The Voicemail to Email feature converts new voicemail messages to .WAV files and sends them to your email account as an attachment. You can also choose to receive an email notification of a new message without the .WAV attachment.

1. **Call Appearance mode—**Press **MENU**, then **2**, and then **6**.

   Line Appearance mode—Press **MENU**, then **2**, and then **5**.

   The **Voicemail to Email** menu appears.

NOTE The **Voicemail to Email** menu is available only if this feature has been enabled for your Deskset.



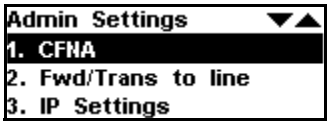
2. Press ◁ or ▷ to select the desired Voicemail to Email mode:
   - **OFF**
   - **Email Copy**—Voicemail messages will be emailed to you as audio file attachments.
   - **Email Notification**—you will receive email notifying you of new Voicemail messages.
3. Press **Save** . The **User Settings** menu appears.

Admin Settings

NOTE The Admin Settings are determined by your system administrator. Only someone with access to the system administrator's password can change the Admin Settings.

To display the Admin Settings menu:

1. Press **MENU**, then **3**. You then must enter the Admin password before you can view the Admin Settings menu.



For more information about these settings, see the Synapse Administrator's Guide, available for download at **www.telephones.att.com/synapseguides**.

Deskset Information

Use the **Deskset Information** screen, shown in Figure 36, to find the Deskset's IP Address, which you will need to access the WebUI. The other Deskset information may be used by your system administrator or the installer.

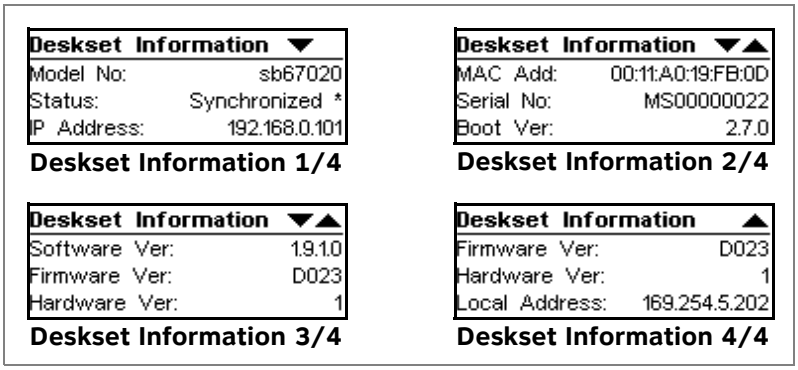


Figure 36. Deskset Information

To display the Deskset Information:

1. Press **MENU** and then **4**. The **Deskset Information** screen appears.

   The model number, device status, IP Address, and Software version are listed with other information.

2. Press ▽ to view additional information.

3. Press **CANCEL** to return to the Main menu.

Auto-Attendant Settings

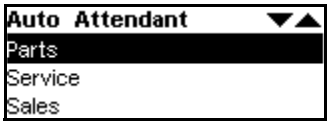
NOTE Auto Attendant settings apply to Call Appearance mode only.

If your system administrator has set your extension as an Auto Attendant Manager, you can use the Deskset to manage one or more Auto Attendants.

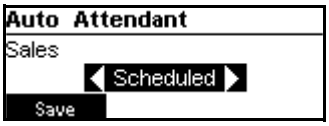
To manage the Auto-Attendant Settings:

1. Press **MENU** to display the menu with a fifth item, **Auto Attendant**.

2. Press **5** to display the **Auto-Attendant Settings**. The screen displays a list of Auto Attendants you can manage.



3. Highlight the name of the Auto Attendant you want to manage and press **SELECT**.
4. Press ◁ or ▷ to select **Scheduled**, **OFF**, or **Manual**.



   - **Scheduled**: Turns the selected Auto Attendant on. Incoming calls are forwarded to an Auto Attendant menu or destination according to the weekly schedule that the system administrator has set.
   - **OFF**: Turns the Auto Attendant off. Incoming calls are forwarded to the destination that the system administrator has set.
   - **Manual**: Immediately forwards incoming calls to the Auto Attendant menu or other destination that the system administrator has set. No weekly schedule applies.

5. Press **Save** to save the setting. The list of Auto Attendants appears.

Using Do Not Disturb (DND)

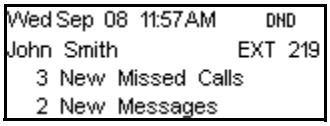
Do Not Disturb (DND) silences incoming ringing and paging. You can still answer incoming calls when DND is on. The incoming call screen appears and the Call Appearance or Line Appearance LED flashes.

To enable or disable Do Not Disturb:

1. **Call Appearance mode—**Press **MENU**, then **1**, and then **5**.

   Line Appearance mode—Press **MENU**, then **1**, and then **4**.

The **DND** indicator appears on the Idle screen when **Do Not Disturb** is on.



NOTE **Call Appearance mode—**The DND indicator only appears when Call Forward All is disabled. When Call Forward All is set, no calls ring regardless of the DND setting, so the DND indicator does not appear.

CHAPTER
11

WEB INTERFACE

Use an Internet browser to access the Web User Interface (WebUI) that resides on your Deskset. See *"Accessing the Web User Interface (WebUI)" on page 123.* After you log in to the WebUI, you can configure the following features:

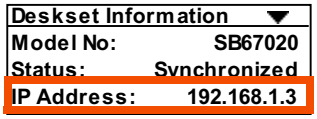
- *"Basic Settings" on page 125*
- *"Extension Directory" on page 127*
- *"Quick Dial" on page 129*
- *"Voicemail Distribution" on page 130.*

You can also view the Deskset Help from the WebUI. See *"Help" on page 133.*

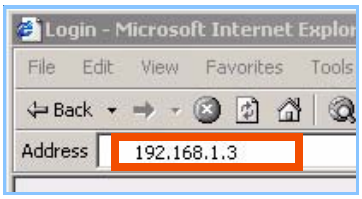
Accessing the Web User Interface (WebUI)

To access the WebUI:

1. Ensure that your computer is connected to the same network as the Synapse system. In most cases, your computer will already be connected to the network through the PC port on the back of a Deskset.
2. On the Deskset, press **MENU** then **4** to display **Deskset Information**.
3. On the **Deskset Information** screen, find the IP Address.



4. On your computer, open an Internet browser. AT&T recommends Internet Explorer (7 or higher).
5. Type the Deskset IP address in the browser address bar, and press **ENTER** on your computer keyboard.



6. A **Login** page appears.

Login
Login Name:
Password:
Login
Login Name: Users should enter the extension number. Administrators should enter the Administrator ID.
Password: If there is an Extension password, the User should enter that password. If there is no Extension password, the User should leave the password field blank. Administrators should enter the administrator password.

7. Under **Login Name**, log in as a user by typing your extension number.
8. Enter your password if you have created one (see *"Setting and Changing Your Password" on page 115*). Otherwise, leave the password blank.
9. Click Login.
   - You can create or change your user password once you are logged in.
   - The **Basic Settings** page shown in *Figure 38 on page 125* appears.

CAUTION *Changing a setting does not instantly apply the new value. Clicking* Apply *saves and applies all changes on that page.*

Error Handling

If you type an invalid value into one of the WebUI fields and click Apply, the page is not saved. The WebUI displays an error message at the top of the page. The field with the incorrect value is highlighted in yellow, as shown in Figure 37. You can view a more detailed error description by resting your mouse pointer on the highlighted field.

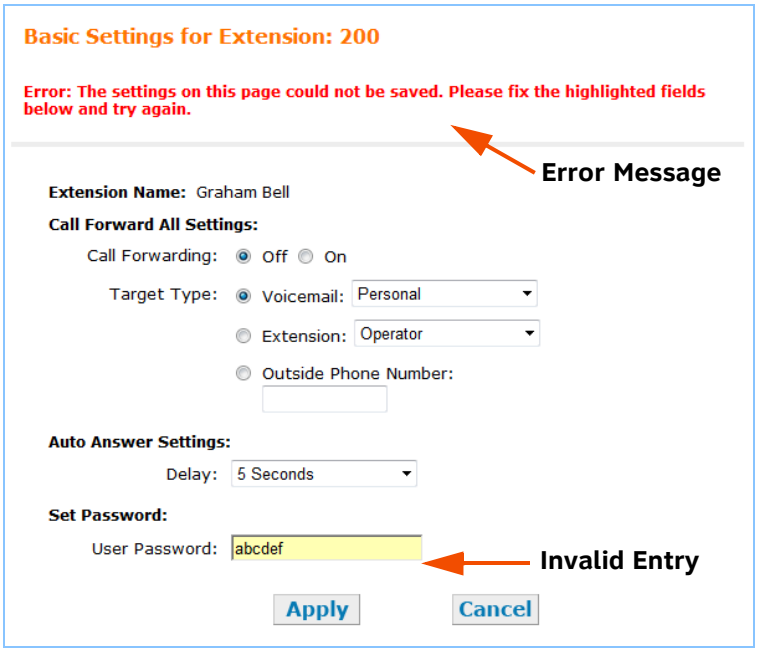


Figure 37. WebUI Error Indication

Basic Settings

The remaining procedures in this chapter assume that you are already logged in to the WebUI. See *"Accessing the Web User Interface (WebUI)" on page 123*.

After logging in, the **Basic Settings** page appears as shown in Figure 38. Your **Extension Name**, which the system administrator enters, is displayed on internal calls. In Call Appearance mode, callers using the Auto Attendant can search for your Extension Name to reach your extension.

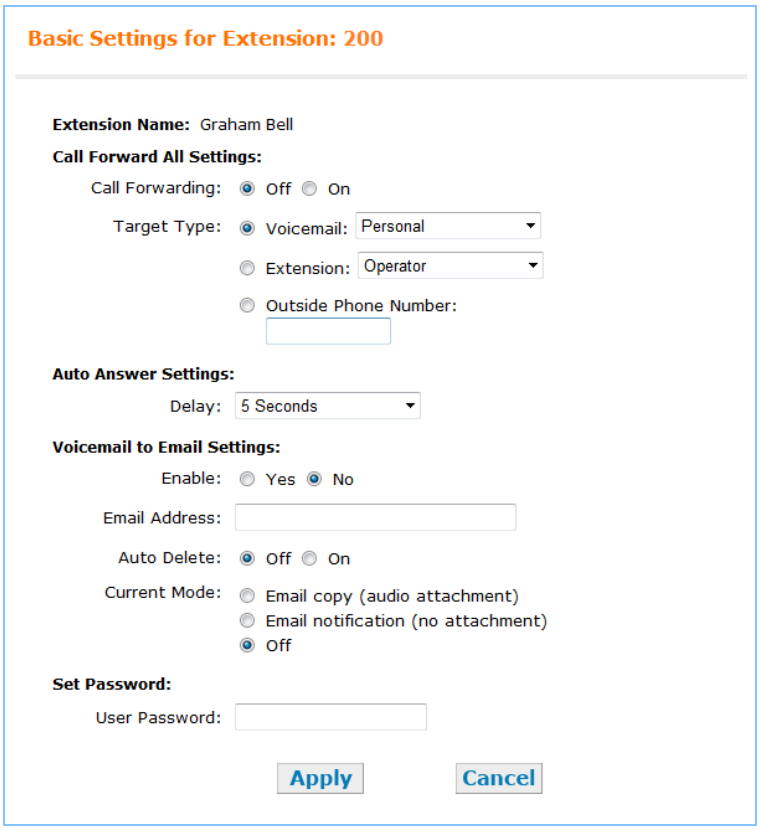


Figure 38. WebUI Basic Settings (Call Appearance mode shown)

NOTE In Line Appearance mode, only the **Set Password** setting is available.

To modify the Basic Settings:

1. Set the **Call Forward All Settings**. When on, Call Forward All forwards calls to the target you select, and your Deskset does not ring.
    a. Turn **Call Forwarding** Off or On.
    b. Select the **Target Type**.
        - **Voicemail**: Select either **Personal** or, if your system has Group Mailboxes, one of the Group Mailboxes.

- **Extension**: Select an extension number or the Operator extension.
- **Outside Phone Number**: Enter an outside telephone number. Enter a **9** or whatever digit, if any, that you would normally dial first to indicate that it is an outside call. For example, enter your cell phone number as the Outside Phone Number to have all calls forwarded to your cell phone. This option does not appear if your system administrator has disabled call forwarding/transferring to an outside line. An error message appears after you click Apply if you enter a restricted number.

2. Under **Auto Answer Settings**, select an Auto Answer delay. The Auto Answer feature automatically answers calls after the delay time you select. Turn Auto Answer on or off from the Deskset menus. See *"Auto Answering" on page 41*.
3. Configure the **Voicemail to Email Settings**:
   a. Click **Yes** or **No** to enable or disable Voicemail to Email for this extension.
   b. Enter your Email Address. Audio files and notifications will be sent to this address.
   c. Click **Off** or **On** to disable or enable Auto Delete. When on, messages are automatically deleted from your personal mailbox once they are sent to email as audio files. This setting does not apply to Group Mailboxes.
   d. Select the **Current Mode** for Voicemail to Email.
      - Email copy (audio attachment)
      - Email notification (no attachment)
      - Off.
4. Under **User Password**, create or change your Deskset password. The password must consist of numbers only. This password is also used for accessing Voicemail and settings on the Deskset and on the WebUI.
5. Click Apply to save your changes.

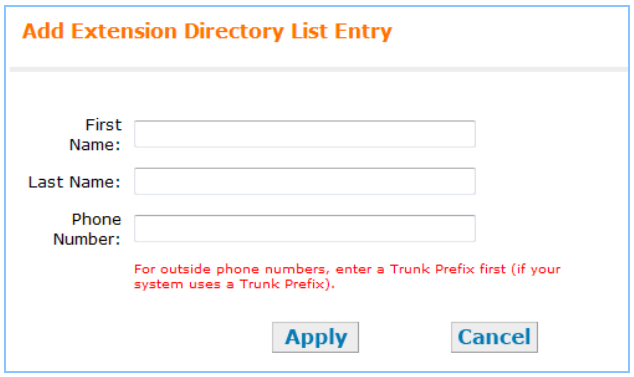
Extension Directory

To allow easy dialing, you can create a personal **Extension Directory** (referred to as the **Personal** list on the Deskset) that is only available from your extension. Your administrator can also create a System Directory of names and phone numbers (referred to as **System** list on the Deskset) that is available to all extensions.

To add an entry to the Extension Directory:

1. In the navigation menu at left, click **Extension Directory**. The **Directory List** page appears.

2. Click Add New Entry. The **Add Extension Directory List Entry** page appears.

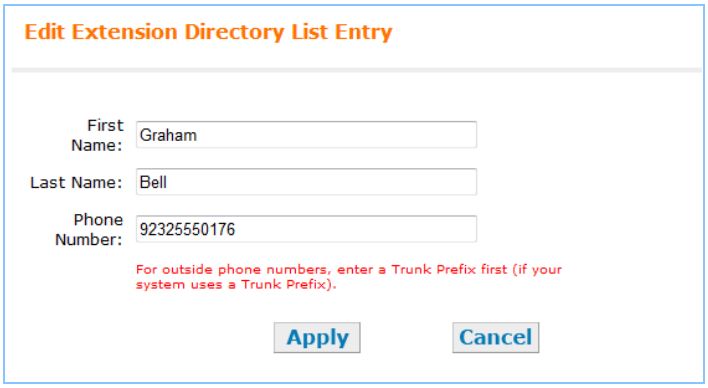

Add Extension Directory List Entry
First Name:
Last Name:
Phone Number:
For outside phone numbers, enter a Trunk Prefix first (if your system uses a Trunk Prefix).
Apply
Cancel

3. Complete the form with the required information.
4. Click Apply to save. The Directory List appears with the entries added.

To edit Extension Directory entries:

1. In the navigation menu at left, click **Extension Directory**. The **Directory List** page appears.

2. Click **[Edit]** next to the entry to be edited. The **Edit Extension Directory List Entry** page appears.


Edit Extension Directory List Entry
First Name: Graham
Last Name: Bell
Phone Number: 92325550176
For outside phone numbers, enter a Trunk Prefix first (if your system uses a Trunk Prefix).
Apply
Cancel

3. Complete the form with the desired information.
4. Click Apply to accept your changes or Cancel to reject the changes.

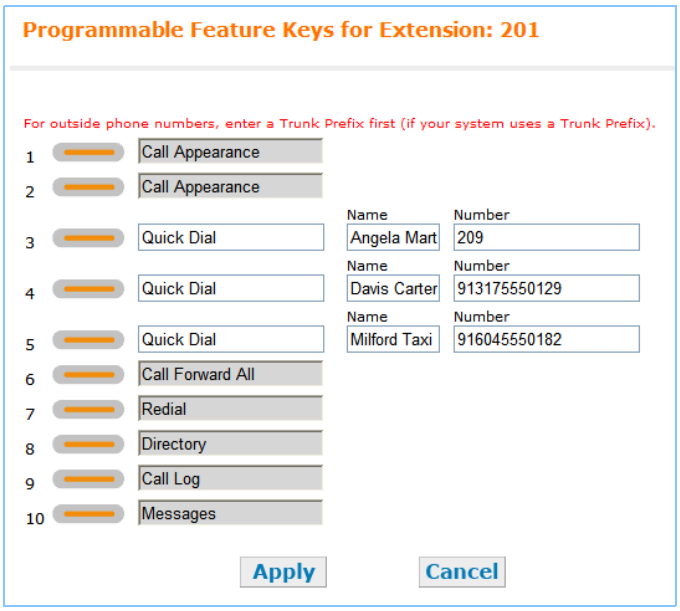
To sort and delete Extension Directory entries:

1. In the navigation menu at left, click **Extension Directory** to display the Directory List.
2. To sort entries by last name, click Sort By Last Name. The button then changes to Sort By First Name. This action only works during the current session. The sort order reverts to listing the names by first name when you log in the next time.
3. To delete Directory entries:
    a. Click the check boxes for the entries you want to delete.
    b. Click Delete Selected Entries. All of the selected entries are removed.

Quick Dial

To add or edit Quick Dial Entries:

1. In the navigation menu at left, click **Feature Keys**. The **Programmable Feature Keys** page appears (Call Appearance mode shown).


Programmable Feature Keys for Extension: 201
For outside phone numbers, enter a Trunk Prefix first (if your system uses a Trunk Prefix).
1 Call Appearance
2 Call Appearance
3 Quick Dial Name Angela Mart Number 209
4 Quick Dial Name Davis Carter Number 913175550129
5 Quick Dial Name Milford Taxi Number 916045550182
6 Call Forward All
7 Redial
8 Directory
9 Call Log
10 Messages
Apply
Cancel

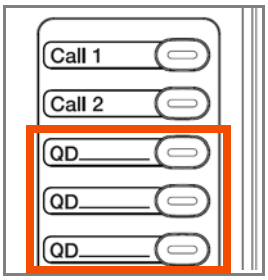
   You can edit any **Programmable Feature Keys** that the system administrator has set up as **Quick Dial** keys. All other **Programmable Feature Keys** are unavailable.

2. Enter names and telephone numbers or extensions in the **Name** and **Number** columns. If it is an outside phone number, enter a **9** or whatever digit, if any, that must be dialed first to indicate that it is an outside call.

   To edit or delete an entry, type over the entry.

3. To save entries, click Apply, or to reject the changes, click Cancel.

4. Press the corresponding Programmable Feature Key on the Deskset to verify that the entries have been added or edited.



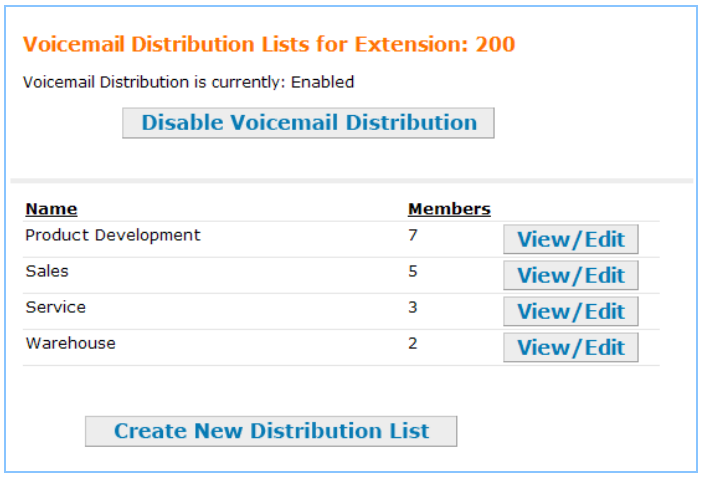
Voicemail Distribution

If you enable Voicemail Distribution, you can leave new messages or forward existing messages to lists that you create in the WebUI. This feature is disabled by default. If you enable this feature, there will be an additional step every time you access your messages. See *"Accessing Your Messages" on page 76.*

To enable and disable Voicemail Distribution Lists:

1. In the navigation menu at left, click **Voicemail Distribution** to display the **Voicemail Distribution Lists** page.

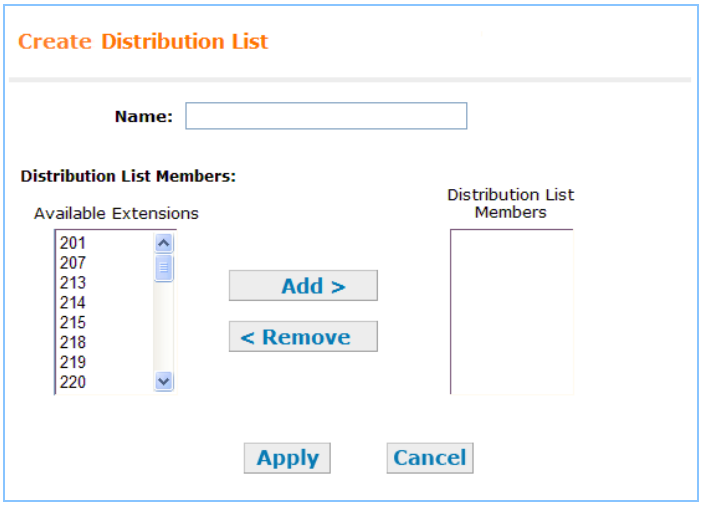
   If you have previously enabled Voicemail Distribution and created one or more Voicemail Distribution lists, the existing Voicemail Distribution Lists appear.



2. Click Enable Voicemail Distribution to enable or Disable Voicemail Distribution to disable Voicemail Distribution.

To create a Voicemail Distribution List:

1. In the navigation menu at left, click **Voicemail Distribution** to display the **Voicemail Distribution Lists** page.
2. Click Create New Distribution List. The **Create Distribution List** page appears.



3. Enter a **Name** for the Voicemail Distribution List.
4. Assign **Distribution List Members**.

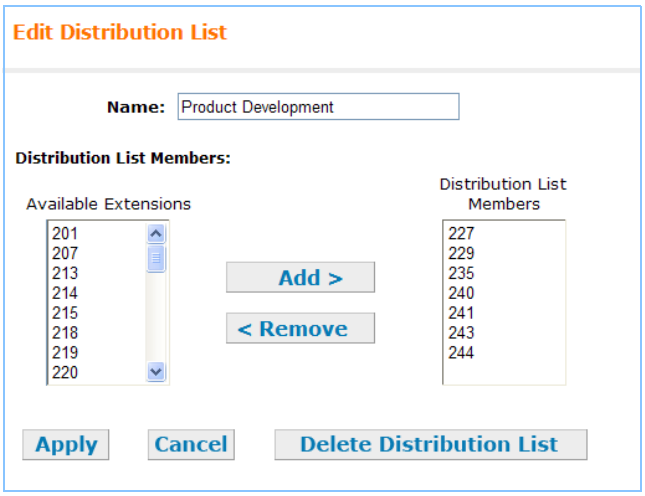
   Select one or more extensions from the **Available Extensions** list and click Add >.

   OR

   Select one or more extensions to remove from the **Distribution List Members** list and click < Delete.
5. Click Apply to save these settings or click Cancel to return to the previous page without saving the changes.

To edit or delete a Voicemail Distribution List:

1. In the navigation menu at left, click **Voicemail Distribution** to display the **Voicemail Distribution Lists** page.
2. Click View/Edit for the Distribution List you want to edit or delete. The **Edit Distribution List** page appears.



3. Optional: Click Delete Distribution List to delete this Distribution List, then go to Step 6.
4. Edit the Distribution List **Name** as needed.
5. Assign **Distribution List Members**.

   Select one or more extensions from the **Available Extensions** list and click Add >.

   OR

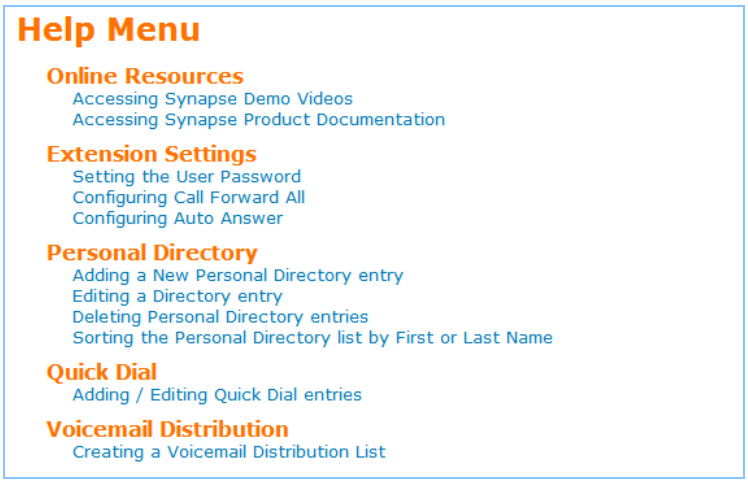
   Select one or more extensions from the **Distribution List Members** list and click < Delete.
6. Click Apply to save these settings or click Cancel to return to the previous page without saving the changes.

Help

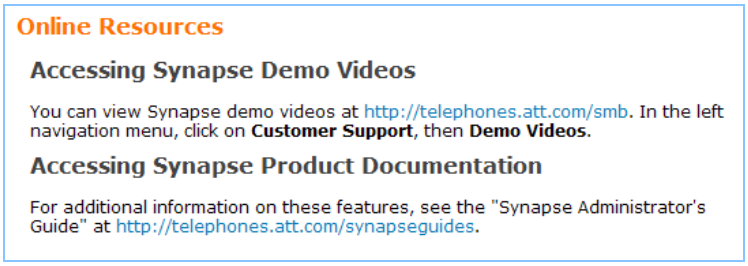
To access WebUI Help:

1. In the navigation menu at left, click **Help**.

   A PDF Help file opens.



2. To view a topic, click the link for that topic. The page for that topic appears.


Online Resources
Accessing Synapse Demo Videos
You can view Synapse demo videos at http://telephones.att.com/smb. In the left navigation menu, click on Customer Support, then Demo Videos.
Accessing Synapse Product Documentation
For additional information on these features, see the "Synapse Administrator's Guide" at http://telephones.att.com/synapseguides.

CHAPTER
12

TROUBLESHOOTING

If you have difficulty operating your Deskset, try the following suggestions in this section:

- "Common Troubleshooting Procedures" on page 135
- "Display Messages" on page 136
- "Calls Generally" on page 138
- "Incoming Calls" on page 142
- "Outgoing Calls" on page 144
- "Voicemail" on page 146
- "Other Deskset Features" on page 149
- "WebUI" on page 151
- "PC/Deskset Interaction" on page 152.

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NOTE For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our web site at **www.telephones.att.com/smb** or call **1 (888) 916-2007**. In Canada, dial **1 (888) 883-2474**.

Common Troubleshooting Procedures

Follow these procedures to resolve common issues.

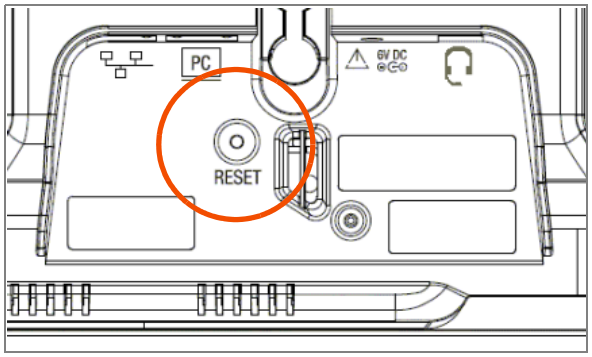
Resolving General Functional Issues

To resolve a blank screen or device that does not work at all:

- Ensure the AC plug is plugged into an electrical outlet not powered by a wall switch.
- Verify that the AC power outlet has power. Try plugging in some other AC device. If nothing works, contact an electrician or use another power outlet.
- Verify that the DC plug is plugged into the power jack on the device.
- The system devices are not immediately active when powered up and after a power interruption. Allow at least 30 seconds for the device to boot up.
- If your Deskset uses Power over Ethernet (PoE), ask your system administrator to confirm that the PoE switch is working correctly.

To resolve a sluggish, unresponsive, or unusually behaving device:

Reset the device by pressing the **RESET** button on the back of the Deskset for less than five seconds or by removing and restoring AC power.



CAUTION *Pressing the* **RESET** *button for more than five seconds will erase all data and settings.*

To restore a Deskset to factory defaults:

Insert a pen or paper clip into the Reset hole on the back of the Deskset and press the **RESET** button for more than five seconds.

Display Messages

The screen is blank or the Deskset menu does not work.

Probable Cause	Corrective Action
There may be no power or the Deskset may need to be reset.	■ See *"To resolve a blank screen or device that does not work at all:" on page 135*. ■ Reset the Deskset to factory defaults. Insert a pen or paper clip into the reset hole and press for more than five seconds.

The screen displays Joining Site... for more than one minute.

Probable Cause	Corrective Action
The Gateway is failing to synchronize with a Deskset configured for a different system configuration.	■ Always disconnect the LAN cable before restoring factory defaults (by pressing the **RESET** button more than five seconds).

The screen displays Network Down.

Probable Cause	Corrective Action
The Ethernet cable is unplugged.	■ Ensure that one end of the Ethernet cable is plugged into the port marked LAN on the device and that the other end is plugged into your office LAN. ■ Confirm that the Ethernet port light next to the Ethernet port is green. If it is not, unplug the cable and plug it in again.
There may be a problem with the office network.	■ Check if other network devices, such as computers, are communicating with the network. If not, then contact your IT administrator.

The screen displays Synch Failed.

Probable Cause	Corrective Action
The device synch failed when trying to connect to the system.	■ Reset the device. Insert a pen or paper clip into the reset hole and press for more than five seconds.
The maximum number of that type of device has been reached.	■ A device must be removed from the network and deleted from the system before another device can be added.

Probable Cause	Corrective Action
The same Deskset extension number already exists.	■ Reset the Deskset to factory defaults without the network cable connected. Use a paper clip to press and hold the reset switch for more than five seconds.
The device software version is different than the rest of the system.	■ Ask your system administrator to update all devices to the current software version.

The device screen displays Synchronizing....

Probable Cause	Corrective Action
Not enough time has elapsed.	■ The device may display **Synchronizing...** for a few seconds. This is normal and does not indicate a problem.

Deskset cannot make or receive phone calls and the Deskset screen displays Synchronizing....

Probable Cause	Corrective Action
The Deskset may have an incompatible software version.	■ Ask your system administrator to update your Deskset to the current software version.

Calls Generally

Calls are dropped.

Probable Cause	Corrective Action
Restoring Deskset settings or updating software while that extension is in use will cause all calls to be dropped.	■ Your system administrator should avoid updating software or restoring Deskset settings when you are likely to be using the phone.
The network is down.	■ Ensure that the Ethernet cable is securely plugged into the network port beneath your Deskset labeled and that the other end is plugged into your office LAN.
The Deskset extension was changed during the call.	■ Contact your system administrator. If changes were made to your extension while you were on a call, that call is dropped.
Maximum Call Duration was exceeded.	■ None. Outside calls that you transfer or forward to another outside number use two lines. The duration of such calls is limited by a timer that your system administrator sets.

Deskset cannot make or receive phone calls.

Probable Cause	Corrective Action
Putting the T1 Gateway into loopback test mode prevents phone calls from occurring.	■ Do not run loopback tests while the T1 trunk is in use.
Your Deskset is not synchronized.	■ Press **MENU** –> **4** to verify that the **Deskset Status** is **Synchronized**. See *"Deskset cannot make or receive phone calls and the Deskset screen displays Synchronizing...." on page 137*.
Your Deskset is not connected to the LAN.	■ Ensure that the Ethernet cable is securely plugged into the network port beneath your Deskset and that the other end is plugged into your office LAN.

On outside calls, you hear an excessive echo at the Deskset.

Probable Cause	Corrective Action
The automatic PSTN Gateway line calibration did not run properly.	■ See your system administrator. There may be non-system equipment connected in parallel to the telephone line.

You cannot retrieve parked calls.

Probable Cause	Corrective Action
The first digit of an extension number matches the first digit of parked calls.	■ Your system administrator may have to correct your Dial Plan settings. Do not have extension numbers whose first digits match the park extension prefix.

You hear static, sudden silences, gaps in speech, or garbled speech.

Probable Cause	Corrective Action
You may be experiencing network problems.	■ Your LAN administrator should ensure the following minimum guidelines are met: ● A switched network topology is recommended (using standard 10/100 Ethernet switches that carry traffic at a nominal rate of 100 Mbit/s). ● The office network infrastructure should use Cat.-5 wiring. ■ Do not connect a network server PC to the PC port on the Deskset. ■ Make sure the network cable is solidly plugged in. If you tug on the cable, the plug should remain inserted.

A call is forwarded or transferred to an outside telephone number and the call is disconnected.

Probable Cause	Corrective Action
Telephone line to telephone line call times have been restricted. Calls that are forwarded or transferred to an outside phone number use two PSTN lines or voice channels for the duration of the call. To avoid tying up two outside lines, these calls are on a timer.	■ Ask your system administrator to reset the **Timer for Forwarded and Transferred Outside Calls**.

You are unable to transfer a call to an extension.

Probable Cause	Corrective Action
The extension is unavailable.	■ Check if the destination extension is disconnected from the network. ■ Ensure that the extension exists. ■ All the destination extension's lines may be busy. ■ If the party you have on hold hangs up, call back and start the transfer process again.

Your Deskset does not automatically forward a call to another extension.

Probable Cause	Corrective Action
Call Appearance mode only—The Call Forward All settings are incorrect.	■ Check that Call Forward All is on (**FWD** should appear in the top right corner of the screen while in Idle mode). ■ Ensure that a valid extension number has been entered as a destination extension. ■ Confirm that the Call Forward All **Target** is set to **Ext**.

You are unable to transfer a call to an outside phone number.

Probable Cause	Corrective Action
Call Appearance mode only—Transferring to an outside phone number has been disabled, or no lines are available.	■ Check that your system administrator has enabled transferring to an outside phone number. ■ Ensure that a valid outside number is shown in the **to Phone #** field. Enter a **9** or whatever digit, if any, that must be dialed first for an outside call. ■ Ensure that the Gateway is connected to the network. ■ All phone lines may be in use. If so, try again later.

Deskset does not automatically forward a call to an outside phone number.

Probable Cause	Corrective Action
Forwarding to an outside phone number has been disabled or Call Forward All or the Call Forward–No Answer settings are incorrect.	■ **Call Appearance mode only—**Check that Call Forward All is on. **FWD** should appear in the top right corner of the screen while in Idle mode. Press **MENU**, then **1**, then **6** to turn this feature on. ■ **Call Appearance mode only—**Confirm that the **Call Forward All** Target is set to **Phone #**. On the Deskset, press **MENU** –> **2** –> **2** –> **1**. ■ Ensure that a valid outside number is shown in the **to Phone #** field. Enter a **9** or whatever digit, if any, that must be dialed first for an outside call. ■ Check that forwarding to an outside phone number has been enabled. Your system administrator must enable **Call Fwd/Transfer to line** in the Admin Settings.

You are unable to manually forward a call to Voicemail.

Probable Cause	Corrective Action
Call Appearance mode only—You cannot foward incoming Ring Group calls and incoming Call Queue calls to Voicemail.	■ Nothing. The system administrator can designate a Deskset as a forwarding destination if the Ring Group call is unanswered. If that Deskset does not answer the forwarded call, the call will be forwarded again according to that Deskset's settings.

Incoming Calls

Your Deskset does not receive incoming calls.

Probable Cause	Corrective Action
Incoming call notifications have been suppressed or delayed, or incoming calls are redirected by the Deskset, or incoming calls are not directed to the Deskset.	■ Verify that Do Not Disturb is off. Make sure that **DND** is not in the top right corner of the Deskset display. Press **MENU**, then **1**, then **5** (Call Appearance mode) or **MENU**, then **1**, then **4** (Line Appearance mode) to turn this feature off. ■ **Call Appearance mode only—**Verify that Call Forward All is off. Make sure that **FWD** is not in the top right corner of the Deskset display. Press **MENU**, then **1**, then **6** to turn this feature off. ■ **Call Appearance mode only—**Incoming calls may be directed to a Ring Group or Call Queue that you are not part of. Calls may also be redirected via DID numbers and Trunk Routing.
The ringer volume is too low or a is set.	■ Press the **VOL+** key to increase ringer volume. ■ Verify that the is off. Press **MENU** –> **2** –> **3** –> **2** (Call Appearance mode) or **MENU** –> **2** –> **2** –> **2** (Line Appearance mode) at a Deskset to adjust the .

You receive only caller ID numbers, not caller ID names.

Probable Cause	Corrective Action
Your T1 telephone service provider may use DMS-100 or 5ESS signalling protocols, which do not support caller ID name delivery.	■ Talk to the service provider about obtaining PRI-NI2 signaling.

Call Appearance mode only—Outside caller cannot find your extension in the Auto Attendant Directory.

Probable Cause	Corrective Action
You have not recorded a Personal Name.	■ Record a name at the Deskset. Press **MENU** –> **2** –> **1** –> **2** to record a Personal Name to be played to callers.
Your system administrator has not entered your first and last name into the Extension List.	■ Consult your system administrator.

Probable Cause	Corrective Action
The outside caller may not be waiting long enough for the search.	■ Tell callers that after spelling the name, they can press the pound (#) sign to start the search.

Call Appearance mode only—Call does not Auto Answer.

Probable Cause	Corrective Action
The Deskset is set to Call Forward All.	■ Deactivate Call Forward All. Press **MENU** –> **1** –> **6**.
The Deskset is in DND mode.	■ Deactivate DND. Press **MENU** –> **1** –> **5**.
Your Auto Answer delay is greater than your Call-Forward – No Answer delay.	■ Adjust the Auto Answer delay. Press **MENU** –> **2** –> **2** –> **2**.
Ring Group calls cannot be automatically answered.	■ If your location has a T1 Gateway and DID numbers, ask your system administrator to assign a DID number to your extension and ask people whose calls you want auto answered to dial your DID number.

Caller ID is not working. The display shows ◀ Phone# ▶ and a digit for the name, and the same digit for the phone number.

Probable Cause	Corrective Action
Your organization does not subscribe to caller ID service or you have DSL phone lines without filters installed.	■ Caller ID is a subscription service. You must subscribe to this service from your local telephone service provider for this feature to work on your phone. ■ The caller must be calling from an area that supports caller ID. ■ Both you and your caller's telephone companies must use caller ID compatible equipment. ■ If you have DSL phone lines, confirm that you have a DSL filter plugged in between each Deskset and DSL wall jack. The DSL filter must be plugged into the wall jack, not the Gateway.

Outgoing Calls

No dial tone.

Probable Cause	Corrective Action
Handset cord is plugged into the wrong jack.	■ Ensure the handset cord is plugged into the handset jack on the side of the Deskset. Do not connect the handset cord to the corded headset jack on the back of the Deskset.

When you dial an outside number, you reach an extension instead.

Probable Cause	Corrective Action
The extension prefix matches the first digit of the outside phone number you tried to dial, and you don't have to dial a digit before dialing outside phone numbers.	■ Consult your system administrator.

You cannot make calls to an outside number.

Probable Cause	Corrective Action
An outside phone number cannot be accessed through the Gateway.	■ Ensure that you enter a **9** or whatever digit, if any, that must be dialed first for an outside call. For example, **9-1-555-0123**. ■ If you see **All Phone Lines Busy** on the Deskset screen, try again later because all outside lines may be in use. ■ Ensure that a Gateway is connected to the network and that it resides on the same subnet as the Deskset.
Call Appearance mode only—Your extension has a trunk reservation for outgoing calls, and all lines and channels are being used for active or incoming calls, or are reserved for other extensions.	■ Wait for a channel or line to become available. ■ The system administrator can either remove the reservations from some trunks or contact the service provider to add more analog telephone lines or T1 channels.

You cannot make international long distance calls.

Probable Cause	Corrective Action
Call Appearance mode only—If no trunk prefix (digit entered before dialing outside calls) is set, phone numbers, including international or country codes, that start with 0 (zero) will go to the Synapse system operator.	■ Consult your system administrator.

You cannot access phone company services like 411.

Probable Cause	Corrective Action
Call Appearance mode only—If any x11 extensions already exist (such as 411, or 611), then the extensions take precedence. In other words, dialing 411 calls extension 411, not the 411 directory service. 911 cannot be assigned as an extension number.	■ Consult your system administrator. ■ Ensure that you enter a **9** or whatever digit, if any, that must be dialed first for an outside call. For example, **9-1-555-0123**.

Call Appearance mode only—The PSTN Trunk reservation is not being honored.

Probable Cause	Corrective Action
An incoming call may be using that line. Parking calls and forwarding calls on a reserved trunk does not free up the trunk.	■ Consult your system administrator about setting up Trunk Routing to reserve the incoming path to the "special" extension. ■ A Forwarded call must end before the reserved trunk is available.

DDNs (Directory Dial Numbers) do not dial out properly from the Call Log.

Probable Cause	Corrective Action
This system does not support DDN.	■ DDNs in the Call Log are treated like all other caller ID phone numbers.

Voicemail

Voicemail is not received at the extension you called.

Probable Cause	Corrective Action
Target extension Voicemail is full.	■ Delete messages.
Extension is unplugged.	■ Plug in the extension.
Distribution List error.	■ Verify the Distribution List. Log in to the WebUI, then click **Voicemail Distribution**.

Your Deskset does not receive Voicemail.

Probable Cause	Corrective Action
Calls are not being directed to Voicemail, or the Voicemail memory is full.	■ **Call Appearance mode only—**Verify that Call Forward All is off or is targeted to Voicemail. ● Press **MENU** –> **1** –> **6** to turn this feature off. **FWD** will not be in the top right corner of the Deskset display. ● To set the Call Forward All target, log into the WebUI. On the **Basic Settings** page, set the **Target Type** to **Voicemail**. Then click Apply. ■ Ask the system administrator to check the Call Forward – No Answer setting. Calls may be forwarding to another phone number instead of Voicemail. ■ Check your available Voicemail memory. You may need to delete some messages to create space.

Call Appearance mode only—Number of new messages or all messages does not match on Cordless Handset and Deskset.

Probable Cause	Corrective Action
Cordless Handsets registered to Desksets that have access to Group Mailboxes do not recognize the messages in the Group Mailboxes.	■ None. The optional Cordless Handsets do not have access to Group Mailboxes. Therefore, Group Mailbox messages do not appear on the Handset.

Incomplete Voicemail messages.

Probable Cause	Corrective Action
Recording interrupted by time-out or full memory.	■ If a caller leaves a very long message, part of it may be lost when the Deskset disconnects the call after two minutes. ■ If the caller pauses for longer than six seconds, the Deskset stops recording and disconnects the call. ■ If the Deskset's memory becomes full during a message, the Deskset stops recording and disconnects the call. ■ If the caller's voice is very soft, the Deskset may stop recording and disconnect the call.

Unable to find a message in a Group Mailbox.

Probable Cause	Corrective Action
Group Mailboxes are accessed by multiple users.	■ None. Group Mailboxes are accessed by multiple users. Messages can be marked as old or deleted by other users.

The number of new messages in a Group Mailbox changed spontaneously.

Probable Cause	Corrective Action
Group Mailboxes are accessed by multiple users.	■ None. Group Mailboxes are accessed by multiple users. Messages can be marked as old or deleted by other users.

The system does not respond to remote Voicemail commands.

Probable Cause	Corrective Action
The system cannot detect Dual-Tone Multi-Frequency (DTMF) tones, which are the signals sent when the caller presses dial-pad keys.	■ Confirm you have entered star, star (**) before entering your remote access code (user password). If you have no password, press star, star (**), then pound (#). ■ Confirm you are calling from a touch-tone phone. When you dial a number, you should hear tones. If you hear clicks, the phone is not a touch-tone telephone and cannot activate the answering system. ■ The answering system might not detect the star, star (**) while your announcement is playing. Try waiting until the announcement is over before entering the code. ■ There may be interference on the phone line you are using. Press the dial-pad keys firmly.

Other Deskset Features

Other Desksets do not appear in the extension list.

Probable Cause	Corrective Action
The Deskset is not connected to the same subnet as the other Desksets.	■ Verify that the first two sections of the IP address (the portion before the second "dot") match the IP addresses of the other Desksets or that the subnets are set up to communicate with each other. Press **MENU** –> **4** at a Deskset to find the IP address. ■ If the other Desksets have been assigned static IP addresses, you may have to assign your Deskset a static IP address to match the other Desksets.

You are unable to record a greeting.

Probable Cause	Corrective Action
Call Appearance mode only—The selected Deskset is set up to forward all calls.	■ Select a different Deskset on which to record the greeting. ■ **Call Appearance mode only—**Disable the call forwarding on the selected Deskset. Press **MENU** –> **1** –> **6**.

There is no DistrList key so you cannot forward messages to a Distribution list.

Probable Cause	Corrective Action
The DistrList key is not present unless the Distribution List feature is enabled and you have created at least one Distribution List.	■ Log into the WebUI and click **Voicemail Distribution**. Enable Voicemail Distribution, and create one or more Distribution Lists.

You are unable to add an entry to Quick-Dial list.

Probable Cause	Corrective Action
If you have an SB67030/031 Deskset, the Quick-Dial list is full — there are six entries available.	■ Edit Quick-Dial entries on the Deskset to write over an existing entry: a. Press the button to the right of Quick Dial. b. Press **Edit List** to add or edit a Quick-Dial entry. ■ Edit Quick-Dial entries on the WebUI to write over an existing entry: a. Log in to the WebUI and click **Quick Dial Keys**. b. Edit the Quick-Dial entries. c. Click Apply.
Your SB67030/031 Deskset has been configured for Call Queue. The Quick-Dial key and Quick-Dial list are unavailable.	■ See your system administrator if you need to use Quick Dial instead of Call Queue.
If you have an SB67020 Deskset, the system administrator must configure one or more Programmable Feature Keys as Quick Dial keys before they can be used.	■ Ask your system administrator to configure one or more Quick-Dial keys for your Deskset.

Call Appearance mode only—You cannot make or receive phone calls on the T1 channels.

Probable Cause	Corrective Action
Incoming or outgoing calls using the T1 trunk are attempted before the SYN/ACT LED is **GREEN**.	■ Press the **RESET** button on the front panel of the T1 Gateway for less than 5 seconds. ■ Wait for the SYNC LED to turn **GREEN** before making or receiving any T1 calls or receiving calls on the T1 Gateway.

WebUI

Unable to access the WebUI Log-in page from my computer.

Probable Cause	Corrective Action
The computer is not connected to the same subnet (network) as the Deskset, and the subnets are not set up to communicate.	■ Verify the IP address. You must correctly enter the IP address of your Deskset into your Internet browser's address bar. At the Deskset, press **MENU** –> **4** to see the **IP address** displayed in the third line of the information. ■ Ensure that there is an Ethernet cable attached to Network port on the Deskset and to the LAN. If a PC at the same workstation is sharing the LAN connection, attach an Ethernet cable to your computer's Ethernet port and to the PC port on the back of the Deskset. ■ Confirm that your computer and your Deskset are on the same subnet so that they can talk to each other. Check that the first three sections of each IP address are the same. If they are not, they may not be connected to the same subnet. Contact the installer; the subnets may not be set up to communicate.

Changes made in the WebUI are not saved.

Probable Cause	Corrective Action
Apply must be clicked on each page to confirm the changes.	■ Click Apply on each page to confirm the changes.

PC/Deskset Interaction

Internet connection or access to the local network on your computer does not work after installing the Deskset.

Probable Cause	Corrective Action
The Ethernet cords are not installed correctly.	■ Check that the Ethernet cord from the computer is plugged into the Deskset port labeled PC. A second Ethernet cord should be plugged into the Ethernet port on the Deskset marked with the other end plugged into your LAN.

Your PC is slower after connecting it to the LAN through the Deskset.

Probable Cause	Corrective Action
A computer connected through the Deskset will be limited to 100 Mbits/s.	■ Use separate Ethernet connections for the Deskset and the computer so that the computer can take advantage of the network's greater bandwidth.

Your PC, which is connected to the LAN through the Deskset, briefly loses its network connection.

Probable Cause	Corrective Action
For PCs connected to the LAN through Desksets, disruption to the Deskset operation affects the PC. For example, when the Deskset restarts (possibly due to a software upgrade) the connection to the LAN is temporarily lost.	■ If the PC is connected to the LAN through the Deskset, your system administrator should avoid updating software or restoring Deskset settings when you are using the workstation. ■ If the PC is connected to the Deskset, and if the PC is connected to an Uninterruptible Power Supply (UPS), plug the Deskset into a UPS. ■ Use separate Ethernet connections for the Deskset and the computer.

APPENDIXES

Appendix A: Soft Keys

The Synapse SB67020 Deskset features keys below the LCD screen. The bottom of the screen displays the appropriate label for each key as the function of the key changes.

Table 23 provides an alphabetical list of the labels that appear above the Deskset soft keys.

Table 23. SB67020 Deskset Soft Key Functions

Function	Description	Function	Description
"."	Enters a dot in IP address.	DelMsg	Deletes a Voicemail message.
Activate	Sets an option as the current Active option.	Details	Shows any additional information.
		DistrList	Opens the Distribution Lists.
Answer	Answers an incoming call.	Done	End recording and return to previous screen.
Backspc	Backspace the cursor when entering data.		
		Drop	Drops the on-screen party from a conference call.
Call	Dials the on-screen entry.		
Callback	Allows dialing options before calling a number.	Edit	Edit the current entry.
		EndConf	Ends a conference call and hangs up all parties.
Clear	Clears the current entry.		
ClrNew	Clears **NEW** indication from a message.	EndPage	Ends paging.
		ExtList	Opens the Extension List.
Conf	Initiates a conference call.	FirstNme	Switches between first and last name sort in the Directory and Extension lists.
DelAll	Deletes all records.	LastNme	
Delete	Deletes a record.		

Table 23. SB67020 Deskset Soft Key Functions (Continued)

Function	Description	Function	Description
FwdMsg	Initiates Message Forward function.	ParkList	Opens the Park List.
FwdVM	Forwards incoming call to Voicemail.	Pause	Inserts a two-second pause in a digit string.
Ignore	Silences ringer during incoming call.	Play	Plays a message or recording.
Intro	Record an introductory message.	PlayAll	Plays all Voicemail messages.
Join	Adds the on-screen party to a conference call.	PlayMsg	Plays a message from the Call Log.
Listen	Listen to a Voicemail message.	PlayRec	Plays a recording.
LvMsg	Create a new message for a Distribution List.	Record	Begins a recording.
MrkNew	Marks the current message as **NEW**.	Retrieve	Retrieves a parked or queued call.
MBList	Opens the Mailbox List.	Save	Saves a setting.
New	Creates a new Directory entry.	Send	Sends a Voicemail message.
No	Cancels proposed action.	Stop	Stop recording.
Options	Displays a list of options.	Store	Stores the name and number into the Directory.
Page	Initiates a system page.	Transfer	Initiates transfer of a call.
Park	Parks a call.	Yes	Confirms proposed action.

Appendix B: Technical Specifications

Table 24 lists the technical specifications for the SB67020 Deskset.

Table 24. Technical Specifications

Feature	Specification
Size	6.9" × 7.9" × 8.1" (H × W × D @57° angle), 7.9" × 7.9" × 7.1" (H × W × D @41° angle)
Weight	35.59 oz. (1009 g) (including adapter)
Power Requirements	5.1 V DC @ 1700 mA, 48 V DC Typ. (PoE Class 2)
RJ-45 Ethernet Network Jack	(10Base-T/100Base-Tx) with auto MDI/MDIX switching
Headset Jack	Traditional corded headset jack type with 2-conductor wiring

Appendix C: Maintenance

Your system contains sophisticated electronic parts, so it must be treated with care.

Avoid Rough Treatment

Handle the unit gently. Save the original packing materials to protect your equipment if you ever need to ship it.

Avoid Water

Your unit can be damaged if it gets wet. Do not use the equipment outdoors in the rain or handle it with wet hands. Do not install the equipment near a sink, bathtub, or shower.

Electrical Storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, exercise caution when using electrical appliances during storms.

Cleaning Your Unit

Your unit has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap solution. Do not use excess water or cleaning solvents of any kind.

Appendix D: Important Safety Instructions

This symbol alerts you to important operating or servicing instructions in this document. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury, including the following:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use aerosol or liquid cleaners. Use a damp cloth for cleaning.
- Do not use this product near water (for example, near a bathtub, kitchen sink, or swimming pool).
- Do not place this product on an unstable surface.
- This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home or office, consult your dealer or local power company.
- Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
- Never push objects of any kind into this product through the slots in the unit because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product; take it to an authorized service facility. Opening or removing parts of the unit other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
- Do not overload wall outlets and extension cords.
- The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or an under-the-table or cabinet outlet.

Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:

- When the power supply cord or plug is damaged or frayed.
- If liquid has been spilled on the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally when following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
- If the product has been dropped and the unit has been damaged.
- If the product exhibits a distinct change in performance.

GLOSSARY

This glossary provides definitions that pertain to the Synapse telephone system.

active call: An established telephone call that is not on hold

analog phone: A non-Synapse telephone that plugs directly into a normal telephone wall plug or into the Synapse PSTN Gateway BYPASS port or ATA FXS port

ATA (Analog Terminal Adapter): Allows the integration of non-Synapse analog telephones, a fax machine, overhead paging equipment, and a music-on-hold source into the Synapse system. It also provides Group Mailboxes to allow different people to access the same Mailbox.

Auto Answer: When the system is in Call Appearance mode, you can set the Deskset to automatically answer calls after a delay that you specify. Without touching the Deskset, you can speak to and be heard by people who call you.

Auto Attendant: A system that automatically answers incoming calls and provides instructions to callers

Aux Out: A 3.5 mm jack on the ATA that can be used to connect some single-zone overhead paging devices.

Available (☎): An SB67030/031 Deskset screen icon that indicates that there is a Call Appearance key that is not busy with predialing, dialing, ringing, or an active or held call

BYPASS port: An RJ-11 jack on the PSTN Gateway that allows for communication during power outages. Plug an analog telephone into this jack.

Call Appearance: On the SB67020 Deskset, the Programmable Feature Keys identified as Call Appearance keys on the right side of the Deskset. On the SB67030/031 Deskset, the five icons on the right side of the Deskset display and the keys and LEDs associated with those icons. These keys access active and held calls, and calls that are being dialed or predialed. The LEDs and icons indicate the state of each call or potential call.

Call Forward All: Automatically forward calls before they ring. All calls are immediately forwarded to the specified destination.

Call Forward–No Answer: Automatically forward unanswered calls to Voicemail, an extension, or outside phone number

Call screening: Listening to a Voicemail message while it is being recorded

Cat.-5 wiring: A twisted pair data cable commonly used in offices for computer communication

CO (Central Office): An office to which subscriber home and business lines are connected. The central office has switching equipment that can switch calls locally or to long-distance carrier phone offices.

DECT (Digital Enhanced Cordless Telecommunication): A wireless telephone technology developed specifically for cordless telephones using frequencies between 1.8 and 1.9 Gigahertz. DECT communication is resistant to interference from other electronic equipment, has longer range, and improved battery life.

default: The original product settings

deregister: To remove the association between an SB67030/031 Deskset and a Cordless Handset or Cordless Headset

dial pad: The **0** through **9**, *, and **#** keys on the Deskset and the SB67040 Cordless Handset

direct dial: Allows callers to directly dial users' extension numbers after the Auto Attendant answers

Directory: A list of names and phone numbers

Display Names: The names that the system administrator enters to identify each extension number. The Auto Attendant uses these names to assist callers in forwarding calls.

DID: This feature allows outside callers to directly dial an extension, bypassing the Auto Attendant and the operator

DND (Do Not Disturb): A feature that suppresses audible ringing and incoming paging at the Deskset

DND ON (DND): An indicator in the top right corner of the Deskset display that illuminates when you turn on the Do Not Disturb feature

DTMF (Dual-Tone Multi-Frequency): Telephone tones commonly known as "touch-tone"

Emergency Bypass Port: The fifth SB67010 PSTN Gateway jack that can provide telephone operation during a power failure when used with an analog phone

Ethernet: A type of computer networking technology that connects devices via Local Area Networks (LANs)

Extension Directory: A private list of names and phone numbers available to only a single extension (referred to as "Personal list" on the Deskset)

Extension list: A list of names and extension numbers for the Synapse system telephones

extension number: The three-digit or four-digit number representing each individual Deskset

factory default: The original product settings

flash memory: Reprogrammable system storage used for storing software upgrades

FWD ON (FWD): An indicator in the top right corner of the SB67020 Deskset display that appears when the Call Forward feature has been turned on. This feature causes calls to that extension number to be automatically forwarded to another extension, outside phone number, or to Voicemail.

FXO (Foreign Exchange Office): The Gateway telephone signaling interface between the PSTN telephone lines and the LAN

FXS station port: A jack on the ATA for connecting non-Synapse analog telephone equipment to the Synapse system

Gateway: A network device equipped for interfacing with another network that uses different protocols

greeting, preset: The voice message that plays to callers if the user has not recorded an outgoing message

grounding: An electrical ground connection that minimizes interference, reduces the risk of equipment damage due to lightning, eliminates electrostatic buildup, and helps protect people who service the equipment

Group Mailbox: Provide general delivery of Voicemail messages to a group within an organization. Only subscribers can access these Voicemail messages.

hard key: Any physical key on the Deskset, Cordless Handset, or Gateway. Examples include **MENU** and **1** on the Deskset; and **SELECT** and **CANCEL** on the SB67010 Gateway.

hard reset: An action that restores factory default settings

Hold announcement: A recorded message to play while calls are on hold. It can be combined with music on hold.

hunt group: A telephone company feature that allows calls to a busy phone number to roll over to the next available line or a Synapse system ring group feature where unanswered calls are forwarded to the next available extension in a predefined group of extensions

icon: A small picture in the display that presents status information

Idle: The mode of a device when it is not involved in call or call setup activity

interference: Electrical signals close by that cause degraded audio performance for cordless devices

internal call: A phone call made from one of your Synapse system extensions to another extension

IP address (Internet Protocol address): An individual numeric identification assigned to devices on your LAN

ISDN (Integrated Services Digital Network): A set of communication standards for simultaneous digital transmission of voice, video, data, and other network services over the traditional circuits of the public switched telephone network.

key beep: When enabled, pressing a key plays a tone

LAN (Local Area Network): A communications network that allows data devices to communicate with each other

LCD (Liquid Crystal Display): The screen that provides instructions and feedback

LED (Light Emitting Diode): A small light on a device that indicates status

live dial: Dialing after the phone is off hook

main menu, Auto Attendant: The Auto Attendant messages and actions that are available to callers before the callers take additional actions

MoH (Music on Hold): Music or other audio that plays to an outside caller that has been put on hold by a Synapse user

multi-zone paging: Paging through a multi-zone overhead paging system. The overhead loudspeakers are configured in multiple areas and transmit messages independently.

mute: Stop sending your voice to the other party during a phone call

NTP (Network Time Protocol): An Internet standard protocol that assures time synchronization in a computer network

off hook: Indicates that you are on a phone call, have lifted the corded handset, or have pressed **SPEAKER** or **HEADSET** to answer a call or to prepare to make a call. You are off hook from the moment that you hear a dial tone to when you hang up a call.

OHP (overhead paging) system: An amplified public address system

on hook: Indicates that no corded handset, speakerphone, Cordless Handset, or corded or Cordless Headset is active

operator: The extension that callers reach by dialing **0** (zero) when the Auto Attendant operator feature is enabled or that system users reach at any time by dialing **0** (zero)

outside call: A phone call between a phone not a part of your Synapse system and an extension within your Synapse system

page: Broadcasts your voice to all idle extensions that do not have Do Not Disturb turned on

paging zone: A set of extensions that can be paged as a group

park: A form of hold that allows held calls to be retrieved by any Deskset or the SB67040 Cordless Handset

Park list: The list of unretrieved parked calls

Personal list: A private list of names and phone numbers available to only a single extension (referred to as "Extension Directory" on the WebUI)

Pilot Number: Usually the company's main telephone number

POTS (Plain Old Telephone Service): Basic telephone operation. The ability to make and receive phone calls.

predial: Enter digits before going off hook to make a call

PSTN (Public Switched Telephone Network): The world's telephone network

Quick Dial: Provides two-touch dialing for frequently called phone numbers

quota: The maximum recording time for a Group Mailbox

reboot: Restart a device

Redial: Accesses the log of outgoing calls

Remote site: A Synapse site in another location that is linked to your office through a SIP Gateway. You can call remote Desksets by dialing their extension number. You can also make long-distance calls through a remote site as if you were dialing a local call. Depending on your system configuration, you may need to dial a prefix such as 9 to make Remote Site calls. Consult your system administrator.

RF (radio frequency): The communication channel for most Cordless Handsets and Cordless Headsets

ring group: Groups of extensions configured by the system administrator to all ring in a predetermined pattern within the group when calls come in for that group

router: An electronic device that connects two or more other electronic devices to each other, allowing them to communicate

single-zone paging: Paging to a single set of overhead loudspeakers. All speakers transmit the same announcement simultaneously.

SIP: Session Initiation Protocol, a signaling protocol used for voice and video communications over the Internet

soft key: The Synapse Desksets and Cordless Handsets feature keys below the LCD screen. The bottom of the screen displays the appropriate label for each key as the function of the key changes.

subscriber: A user who can access messages in a Group Mailbox

supervised transfer: Occurs when you communicate with the transfer recipient before completing a transferred call

switch: A network switch links electronic devices. The switch processes and routes data flexibly, allowing more data to be handled without error.

system administrator: A person to perform functions such as setting up and modifying system configurations. This system administrator can be an employee or your telephone equipment provider.

System Directory: (see System list)

System list: This list of names and phone numbers is created and maintained by the system administrator. All system users can sort and view this list.

system operator: The extension that callers reach by dialing **0** (zero) when the Auto Attendant operator feature is enabled or that system users reach at any time by dialing **0** (zero)

T1: A digital signaling standard to transmit voice and data between devices

trunk: A communications connection between the Synapse system and the telephone company

unsupervised transfer: Occurs when you do not communicate with the transfer recipient when transferring calls. The transfer recipient does not have to pick up the phone and talk to you before receiving the transferred call.

VoIP (Voice over Internet Protocol): A transmission technology for delivery of voice communications over IP networks such as the Internet or other packet-switched networks. Other synonymous terms include IP telephony, Internet telephony, Voice Over BroadBand (VoBB), broadband telephony, and broadband phone.

WebUI (Web User Interface): A means of interacting with a product using a computer interface. Connection to the World Wide Web is not necessary.